



**CHRIST CHURCH**  
UNIVERSITY OF OXFORD

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**FURTHER PARTICULARS**

<b>Job title</b>	Shop Assistant (Christ Church Gift Shop)
<b>Location</b>	Christ Church
<b>Department</b>	Visitor Services (Shop)
<b>Salary</b>	£12.49 per hour
<b>Hours</b>	14 hours per week (working Saturdays and Mondays)
<b>Contract type</b>	Permanent, part-time
<b>Responsible to</b>	Shop Manager
<b>Application deadline</b>	Noon on 1 <sup>st</sup> December 2024
<b>Vacancy reference</b>	VSS2
<b>Additional information</b>	This post is subject to a six-month probationary period

### **Christ Church**

Christ Church is one of the largest of the Oxford colleges and has evolved over five centuries. Its junior members, both undergraduate (over 400) and graduate students (over 200), cover almost all the major academic disciplines in the Sciences, Humanities and Social Sciences, as do its senior academic staff (around 60). It aims at academic excellence and individual fulfilment in a friendly, tolerant and mutually supportive environment. The head of Christ Church is the Dean, while the College's academic functions are overseen by the Senior Censor. More general information about the College may be obtained at [www.chch.ox.ac.uk](http://www.chch.ox.ac.uk).

Christ Church provides all our staff with a welcoming and inclusive workplace that enables everyone to develop and to do their best work. Join us and you will find a friendly, vibrant, democratic, and international community, with a great range of staff benefits.

### **Role of the Shop Assistant (Christ Church Gift Shop)**

A friendly, self-motivated individual with excellent customer services skills and retail experience is required to join a small team in the Visitor Centre, located in the beautiful meadows of Christ Church. Responsibilities include unpacking and checking deliveries, pricing and merchandising, cashing up tills, maintaining sales records, dealing with customers and assisting with ticket sales and issuing of multimedia guides.

### **Main Duties and Responsibilities**

- Provide a warm and friendly welcome and deliver a high level of service to ensure all our customers have an exceptional experience
- Assist with the day-to-day operation of the shop, such as unpacking and checking deliveries, operating the till, cashing up, pricing merchandise, recycling packaging, ascertaining stock requirements, providing a vigilant presence on the shop floor and managing the number of customers in the shop to avoid overcrowding in the building
- Ensure that customer service standards are met at all times



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- Demonstrate an excellent knowledge of Christ Church and the products and services on offer to visitors
- Dealing with customer orders and requests
- Maintain excellent standards of presentation, taking pride in keeping areas of work clean, tidy and organised
- Assist with ad hoc duties across the site to ensure the smooth running of the overall Visitor Services operation

**Other Notes:**

- a) To play your part in providing a good working environment promoting a positive attitude and pride in your work.
- b) It is important that you are always economical in the use of products and energy (do not over-stock on cleaning materials; turn off all lights, turn down heating and close windows when leaving rooms if a room is empty).

This list represents the principal duties only of a Shop Assistant and flexibility and a willingness to help wherever required are prerequisites of the role.

**Person Specification**

**Essential**

- Previous retail experience
- Excellent verbal/written communication
- Good organisational skills
- Sound computer skills
- Sound understanding of mathematics and strong reading comprehension skills
- Excellent customer service and interpersonal skills
- Ability to stand during scheduled shifts
- Ability to lift and move boxes of stock, as necessary

**Pre-employment screening**

Standard checks: If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right to work in the UK; proof of your identity; On acceptance of an employment offer, you will also be asked to complete a health declaration so that you can tell us about any health conditions of disabilities for which you may need us to make appropriate adjustments.

**Terms and Conditions**

- Salary: £12.49 per hour
- Working hours: 14 hours per week, working Saturdays and Mondays 9.00am – 5.30pm.

**Employee benefits**

- Christ Church employees enjoy 25 days paid holiday per calendar year, with a further eight Bank Holidays (pro-rata for part time employees).
- The post-holder will be entitled to lunches in College without charge during periods for which these are available
- Generous pension scheme



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- Employee Assistance Programme alongside access dedicated support both within the college and wider University for your personal and career development
- The opportunity for eligible staff to participate in tax-free bicycle hire/purchase salary sacrifice scheme
- Season ticket loans
- A range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges

### **How to Apply**

To apply for this position please complete the College application form which can be found on the College website, no later than the deadline of **noon** on **1<sup>st</sup> December 2024**. Applications received after this time will not be considered.

Application documents should include:

- A letter of application addressed to the recruiting manager stating your interest in the role, and explaining how you meet the criteria set out above using examples of your skills and experience; and
- A completed application form which will include the names and contact details of two referees. References will only be taken up for the successful candidate.

### **Applications should be sent to:**

Human Resources, Meadows 1, Christ Church, St Aldates's Oxford OX1 1 DP or may be emailed to [stewardsrecruitment@chch.ox.ac.uk](mailto:stewardsrecruitment@chch.ox.ac.uk)

Applications will be judged only against the criteria which are set out in the job description, and applicants should ensure that their applications explain how they meet each of the selection criteria for the post using examples of their skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of selection committees will be aware of the principles of equality of opportunity, fair selection and the risks of bias. Applications are particularly welcome from black and minority ethnic candidates, who are under-represented in College staff.

Christ Church welcomes applications from candidates who have a disability or long-term health condition and is committed to providing long term support. Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview.

### Interviews

We will interview candidates as applications are received so early submission is advised.



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**If you need help**

If you have any questions regarding the application process, please contact [stewardsrecruitment@chch.ox.ac.uk](mailto:stewardsrecruitment@chch.ox.ac.uk). All enquiries will be treated in strict confidence and will not form part of the selection decision.

**Important information for candidates**

Data Privacy

Please note that any personal data submitted to Christ Church as part of the job application process will be used only for the purposes of determining suitability for the post and processed in accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the Christ Church Privacy Notice available at: <https://www.chch.ox.ac.uk/privacy-policy>.

Due to the large volume of recruitment that Christ Church administers we are unable to provide feedback to non-shortlisted applicants.

Christ Church's policy on retirement

There is no normal or fixed age at which staff in non-academic posts have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Christ Church is committed to equality of opportunity. It is our policy and practice that entry into employment and progression within employment will be determined only by criteria which are related to the duties of a particular post and the relevant salary scale. No applicant or member of staff will be treated less favourably than another because of their age, disability, ethnicity, marital or civil partnership status, parental status, religion or belief, sex, or sexual orientation.