



## **Visitor Services Assistant**

**Grade 2: £17,079 - £19,202 p.a. pro rata**

**15 hours per week**

**Tuesday 8.30am – 5.30pm & Saturday – 9.30am – 5.30pm**

**Permanent**

We are recruiting an additional Visitor Services Assistant working under the supervision of the Front of House Manager to join our busy team. The post-holder will provide a friendly welcome to all visitors and assistance with enquiries. They will also encourage donations to the Museum and conversions to Gift Aid. The Visitor Services Assistant will play an important role in ensuring visitor safety and in the security of the building.

The post requires excellent interpersonal skills, a professional attitude and a flexible approach to work. Ideally the post holder will have experience of working in a museum or heritage visitor attraction, or a similar customer-focussed environment.

The successful candidate will have a confident and pro-active approach to dealing with problems and issues as well as a positive attitude and a desire to gain knowledge of the Museum and to share this with our visitors.

Applicants are required to complete the online application form on Oxford University's website and include a **CV and supporting statement addressing the selection criteria**. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

For further details on the Museum please see our website [www.oumnh.ox.ac.uk](http://www.oumnh.ox.ac.uk). Please contact Front of House Manager Clare Denton using the contact details below.

Closing date: Thursday 31 January, 12 noon

Interview date: Thursday 7 February

Contact: Clare Denton      [clare.denton@oum.ox.ac.uk](mailto:clare.denton@oum.ox.ac.uk) 01865 282780