

Job description and selection criteria

Job title	Visitor Experience Assistant – 6 positions
Division	Gardens, Libraries and Museums (GLAM)
Department	Ashmolean Museum
Location	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
Grade and salary	Grade 2.6: £25,495 pro rata per annum
Hours	Variable Hours
Contract type	12-week casual contract
Reporting to	Visitor Experience Supervisor
Vacancy reference	
Additional information	<p>You are required to submit a CV and a supporting statement with your application, outlining how you meet each of the selection criteria for the role (see the ‘How to Apply’ section for further details).</p> <p>Please contact the scott.omlo@ashmus.ox.ac.uk if you have any questions about the role, or if you require the job description in an alternative format.</p>
Closing date	<p>12.00 midday Thursday 9th July 2026</p> <p>We expect to hold an assessment day for this role on Thursday 23rd July 2026.</p>



Job description

Overview of the role

As a Visitor Experience Assistant, you thrive on delivering an excellent visitor experience by delivering a warm and inclusive welcome and interacting with visitors from a variety of backgrounds. You ensure that collections and visitors are safe and you deliver key messages and contribute to the financial and environmental sustainability of the museum. You support the operational requirements of the gardens, libraries and museums to ensure our collections are accessible for all.

This is a varied, busy and diverse role, key duties include:

- You will be part of a dynamic team on a daily rota where your focus will be to welcome and inspire visitors from all age groups and backgrounds. You will engage them in the collections and activities, inspiring them to make sure that everyone makes the most of their visit, want to revisit and support the museum in different ways.
- Using product knowledge to inspire our customers and maximise sale opportunities and encourage visitor giving (donations) and Gift Aid.
- Contribute to the financial sustainability of the Museum by encouraging donations and membership to the museum as well as raising awareness of the public programme and opportunities for secondary spend.
- Provide vital work to support security including working with security teams. In the event of an emergency assisting visitors and staff members to evacuate the premises safely in line with the emergency plan.

Responsibilities

World Class Experience

- Deliver a world class experience for visitors by acting as the museum's ambassador, remaining friendly, approachable, inclusive and welcoming at all times. To help you achieve this you will receive comprehensive and structured training.
- Encourage our visitors to donate, take up membership and support the museum in different ways, using training and support offered by our team. You will be crucial in supporting the museum's income generation strands.
- Keep areas clean and tidy to keep the museum looking its best as well as enhancing H&S by preventing any slip or trip hazards. This will be a part of your working routine, and you may receive additional instructions regarding specific areas by a manager.
- Be environmentally conscious in your choices and be proactive and engage with new initiatives.
- Be a proactive problem solver, assisting visitors with individual needs, wayfinding and supporting fellow VEAs, Volunteers, Security and management to ensure a smooth operation.

Communication

- Respond to visitors' questions and needs in a diplomatic, sensitive and informed way while ensuring that they receive an exceptional level of customer service and confidential matters are respected. Where appropriate, follow the escalation process and ensure a manager is contacted for support.

- Actively encourage any/all visitor feedback and escalate their feedback to a manager, where appropriate, to ensure that our visitors feel supported and valued.
- Attend team training days, meetings, daily briefings, and one-to-one meetings with your manager, as communication is vital to ensuring that the team and museums visitor experience is run smoothly.

Safety & Standards

- Ensure personal presentation standards are high in line with training, agreed standards and guidance; this includes wearing uniform and a radio as required.
- You will be trained on how to assist visitors and staff members to evacuate the premises in the event of an emergency (in line with emergency planning). Should such an emergency arise, you will be vital in ensuring that visitors, staff and volunteers evacuate in a safe and timely manner.
- Be alert to potential hazards and issues within the galleries and public spaces of the museum, responding and escalating as appropriate.

Other duties

- Regularly working on weekends and some Bank Holidays.
- Undertake any necessary training identified.
- Occasional cash handling and cash counting duties.
- Comply with health and safety regulations.
- Comply with the policies and procedures set out in the Handbook for University Support Staff/Academic Related Staff.
- Any other duties that may be required from time to time commensurate with the grade of the job.

The Ashmolean Museum reserves the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Audiences & Content Directorate

Ashmolean is committed to being an audience-focused museum and in 2021 created the Audiences & Content Directorate that oversees Audiences Insights, Online Engagement & Communications, Public Programmes, Schools, University & Academic Engagement, Interpretation, Digital Content, Visitor Experience, Volunteers and Membership.

As a university museum, Ashmolean audiences range from researchers and university students to schoolchildren, from families with young children to older people, from local residents to international tourists. We are committed to preserve and share our collections and knowledge to promote research, learning and enjoyment and to provide engaging experiences for an increasingly diverse audience.

Selection criteria

Essential selection criteria

- Experience and passion for delivering excellent customer service, enjoy helping and interacting with people of all ages and backgrounds, striving for a positive experience for all visitors.
- A confident team player who thrives in a busy and fast paced environment who can demonstrate strong interpersonal skills, with a proactive approach to problem solving.
- Attention to detail to ensure that standards are adhered to (these could include operational, personal and departmental standards).
- A passion for museums and cultural venues.
- Ability to demonstrate awareness of the importance of health, safety and security of items and people in the museum at all times.

Desirable selection criteria

- Experience in a customer facing or retail role in a heritage environment.
- Experience of increasing sales (e.g. on-site donations/promoting gift aid).
- Experience of working with diverse people, including children and families.
- A working knowledge of another language.

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; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Lone working
- Regular manual handling
- This is an active role which requires long periods standing and patrolling the galleries

How to apply

Please send a **CV** and **supporting evidence form** (below) outlining how you meet the person specification above, to scott.omlo@ashmus.ox.ac.uk

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application please provide details of two referees and indicate whether we can contact them now. Please also indicate your availability from August 24th to mid-November, including assessment day (Thursday 23rd July), and both training days on (24th and 26th August).

All applications must be received by **midday** UK time on the closing date stated in the job description.

Please note that if you do not upload a completed supporting statement and a CV, we will be unable to consider your application for this role.

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise, they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g., 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.