Job Description

Summary

Job title	Front of House Assistant
Division	Humanities
Department	Humanities Divisional Office
Location	The Stephen A. Schwarzman Centre for the Humanities, Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG
Grade and salary	Grade 2.6 £25,945 per annum (pro rata)
Hours	Variable hours (including weekends and evenings.)
Contract type	Fixed term (1 year - with the potential for this to be extended for a further 12-month period)
Reporting to	Front of House Manager
Vacancy reference	186425
Additional information	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). There will be a requirement to work weekends and evenings. Please contact the recruitment team if you require the job description in an alternative format

The role

The Front of House Assistant supports the delivery of a high-quality visitor and audience experience across the Schwarzman Centre's performance and public spaces. Working as part of the Front of House team and reporting to the Front of House Manager, the postholder contributes to the safe, accessible, and welcoming operation of the building across a year-round programme of arts, academic, and public events.

This is a hands-on, public-facing role within a busy cultural environment, requiring strong communication skills and the ability to respond effectively to a range of situations. The role involves supporting activity across multiple spaces, including theatres, concert venues, exhibition areas, and public spaces, with a particular focus on evening and event-based operations. The post requires flexibility, including regular evening and weekend working.

Responsibilities

- Act as a key point of contact for visitors during events, providing a welcoming and professional service
- Support the delivery of events by working with colleagues across Front of House, ticketing, catering, events, technical and security teams
- Assist with audience management, including ticket checking, ushering, queue management, and maintaining safe audience flow
- Support latecomer procedures, including holding and admitting audiences at appropriate times in line with performance requirements
- Support audiences during performances and public activity, responding calmly and appropriately in busy or changing situations
- Respond to visitor enquiries and issues, resolving where possible and escalating to the Duty or Venue Manager when required
- Assist with accessibility support, responding to individual access needs and guiding visitors as required
- Prepare and maintain Front of House areas, ensuring spaces are clean, presentable, and free from hazards
- Maintain awareness of the environment at all times, contributing to the safety and security of visitors and reporting any concerns

Selection criteria

Essential selection criteria

- Experience in a customer-facing role within a busy public environment
- Strong communication and interpersonal skills, with the ability to engage confidently with a wide range of visitors
- Ability to remain calm under pressure and work effectively in crowded, fast-paced situations
- Ability to use initiative, prioritise tasks, and respond to changing circumstances
- Awareness of the importance of health, safety, and security in a public venue
- Ability to work flexibly, including regular evenings and weekends

Desirable selection criteria

- Experience working in a theatre, concert hall, or similar cultural venue
- Experience supporting live events or audience management
- Interest in, or knowledge of, the Schwarzman Centre and its programme
- Awareness of accessibility and inclusive practice in public-facing roles

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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Humanities Division

The Humanities Division is one of four academic divisions in the University of Oxford, each with a full time Head and elected Board. The Humanities Division is distinctive for its depth and breadth. Its activity spans nine faculties, one School and two independent research institutes: the faculties of Classics; English; History; Linguistics, Philology and Phonetics; Medieval and Modern Languages; Music; Asian & Middle Eastern Studies; Philosophy; and Theology and Religion; the Ruskin School of Art; the Rothermere American Institute and the Voltaire Foundation. Interdisciplinary links within and beyond the University are strong, extending to the social sciences, medical sciences and the natural and physical sciences. One of the largest centres for Humanities internationally, with over 800 members of academic and research staff, the Division offers world-class research and teaching, backed by the superb resources of the University's libraries and museums, including the famous Bodleian Library, with its 11 million volumes and priceless early book and manuscript collections, the Pitt Rivers Museum, the History of Science Museum and the Ashmolean Museum of Art and Archaeology. Such historic resources are linked to cutting-edge agendas in research and teaching, with an increasing emphasis on interdisciplinary study and digital Humanities. The outstanding quality of Humanities research at Oxford is recognised globally. This reputation for research excellence contributes to the University coming top of several international rankings for Arts and Humanities, including the US News and World Report rankings and the QS World University Rankings by Subject. The Division's faculties are among the largest in the world, enabling Oxford to offer an education in Arts and Humanities unparalleled in its range of subjects, from music and fine art to ancient and modern languages. The Division has responsibility for over 4,000 undergraduates (a third of the University's total undergraduate population), and for over 2,000 postgraduate students (over 1,100 doctoral students and some 900 Master's students). Twenty-nine undergraduate courses are offered in Humanities subjects, seven of which are offered jointly with the other academic divisions. The Doctoral and Master's programmes offered are distributed across all of the Division's faculties, along with a suite of Master's courses offered with the Social Sciences Division and a growing portfolio of Master's courses that draw from across the Humanities. The Division is part of the Open-Oxford Cambridge AHRC Doctoral Training Partnership. The Humanities Division has embarked on a major building project on the Radcliffe Observatory Quarter, supported by a £185 million gift to create the Stephen A. Schwarzman Centre for the Humanities. For more information please visit: http://www.humanities.ox.ac.uk/

The Schwarzman Centre

The teaching and study of the humanities is so important because it tells the story of what it means to be human - who we are, where we came from, and how our culture, literature and language have developed over time. With over 700 academic staff and 6,000 students, Oxford Humanities leads the world in the breadth and depth of subject coverage and the quality of teaching and research. But don't just take our word for it - the latest QS World University Rankings placed us at number one. The new Humanities building will take our teaching, research and public engagement to new heights. For the first time in the University's history, seven humanities faculties will be housed together along with a new library. These disciplines are now united in a new building designed to encourage cross disciplinary study and research. Academics in the building will work together to tackle some of the most pressing questions of our time. As well as a new Institute for Ethics in Artificial Intelligence, they will

consider the environment and how society rebuilds after the pandemic. Crucially, the building is open to the public, and we aim to bring research and performance in the arts and humanities to new audiences. There is a dedicated space for schoolchildren to visit and engage with Oxford's researchers. There is an exhibition space and three new performance venues for music, theatre, drama, dance, lectures and more. A new Cultural Programme will bring the world's leading performers and artists to Oxford. Our venues will also be open to regional cultural organisations, with whom Oxford researchers will strengthen partnerships. We cannot wait to welcome you to the first performance in 2025!

Information for internal candidates

If you currently work at the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving and information about your performance.
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.
- Before applying for this post, you are advised to read the Internal Mobility Principles. The principles promote good practice for moving into professional services roles, and are designed to provide clarity on expectations for managers and individuals.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

How to apply

Please send applications to the Front of House Management team:
frontofhouse@humanities.ox.ac.uk

Information about how to apply is available on our Jobs website https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply
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 you will be asked to provide details of two referees and indicate whether we can contact them now.
You will be asked to upload a CV and a supporting statement. 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)
Please upload all documents **as PDF files** with your name and the document type in the filename.
All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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Non-technical questions about this job should be addressed to the recruiting department directly at hr@humanities.ox.ac.uk.
To return to the online application at any stage, please go to: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply
Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades 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.

Equal Opportunity

The University of Oxford is committed to equal opportunity, and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those under-represented within higher education. No applicant or members of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Employment with the University and progression within employment will be determined according to personal merit and the application of criteria related to the duties and conditions of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, support for sustainable travel and other discounts. Staff can also access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits.

Employee Assistance Programme

As part of our wellbeing offering staff get free access to a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more at https://staff.admin.ox.ac.uk/thriving-at-oxford

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

Please see our Life in Oxford webpage for information on relocating to and settling into the Oxford area. The website offers valuable guidance, including information on where to find more details about housing, transportation, finances, healthcare, and other key aspects of living in Oxford and the surrounding region. See Life in Oxford | Oxford University Jobs

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see https://hr.web.ox.ac.uk/family-leave). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society