Oxford City Council

Building a world class city for everyone

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OXFORD CITY COUNCIL

Career Opportunity

Role information

Job Title	**Casual Museum Retail Assistant (x2 vacancies available)**
iTrent Ref No.	**002918**
Position Type	**Secondment/Fixed Term up to 12 Months**
Hours	**As and when Required (casual contract)**
Grade and Salary	**G3: £15.57 per hour (includes hourly pay rate for holiday)**
Location	**Oxford Town Hall**
What hybrid looks like in this role	**N/A**
Service Area	**Communities and Citizens' Services**
Responsible to	**Museum Operations Manager**
Responsible for	**0 reports**
Assets	**None**
Budget	**None**
Rehabilitation of Offenders Act 1974	**Exempt**
Candidate Screening	**Not required**
Driving Licence	**Not required**
Political Restriction	**This post is not politically sensitive**

The Role

Oxford City Council's Museum of Oxford is seeking friendly and reliable individuals to join a pool of Casual Museum Retail Assistants. This is a casual role, and successful applicants will be offered work on an as-needed basis to cover staff holidays, sickness absence, busy periods and events. The number and frequency of shifts will vary throughout the year according to operational requirements.

We operate Monday to Saturday, 10am to 5pm and are particularly looking for people with good weekday availability and the ability to work Saturdays.

Front-of-house duties include operating the till and cashing up, responding to enquiries (email, phone, and in-person), processing tickets and bookings, taking payments, and providing basic building support.

As a Casual Museum Retail Assistant, you will be a key point of contact for visitors, helping ensure smooth daily operations and delivering a positive, welcoming experience.

We're looking for individuals with excellent customer service skills, reliable time keeping, and an enthusiastic approach to working with the public and colleagues. If this sounds like you, we'd love to hear from you.

For an informal discussion about the post please email vlea@oxford.gov.uk

About us

Our ambitious leadership team and dedicated staff are working hard building a world class city for everyone. Oxford City Council has accelerated plans to build more affordable and council housing in the city. We provide services to help reduce inequality and improve the health and wellbeing of Oxford's residents and are taking a lead on reducing emissions and increasing biodiversity to become a net carbon neutral city of the future.

We are a supportive and collaborative bunch of people working towards shared goals, where new ideas and initiatives are valued. We strive to deliver service excellence, take accountability for our actions and communicate with honestly and respect. There has never been a more exciting time to join us! Help us to build successful places in which to live and work and build a fairer, greener city in which everyone can thrive.

We offer generous holiday of 29 days a year with an additional 4 days after 5 years' service and an excellent range of benefits including the Local Government Pension Scheme, payment of professional fees and subscriptions, Personal accident insurance, Travel loans, Travel to Work Discount Scheme, Eye care, Gym membership, Cycle to Work Scheme, Staff Offers Discount Scheme, an Employee Assistance Programme and discounts for Oxford attractions.

In addition, we are committed to supporting career development opportunities and learning and development.

Role purpose

- Deliver outstanding customer service at the Museum Welcome Desk.
- Carry out professional and welcoming front-of-house duties for the Museum and its services, including the sale of entry tickets.
- Provide clear, accurate and engaging information to visitors and volunteers about the Museum of Oxford, the Town Hall, and the wider city.
- Help achieve sales targets by proactively promoting entry tickets, retail products, donation opportunities, and the Museum's activities and events programme, supported by strong visitor engagement and high-quality visual merchandising

Role responsibilities and main duties

- Sell retail items, entry tickets, tours, workshops, and event tickets.
- Operate the till, bookings and card payment systems, ensuring all transactions are completed accurately.
- Reconcile daily takings, counting and recording cash and card receipts quickly and accurately.
- Keep shop displays fully stocked, correctly priced, and attractively presented.
- Maintain the shop's appearance, ensuring it is always clean, tidy, well-merchandised, and welcoming.
- Assist with stocktaking and inventory management as required.
- Maximise sales and donations through proactive engagement and strong product knowledge.
- Support general shop and box-office administrative tasks.
- Promote and support museum events and activities.
- Act as a point of contact for museum volunteers.
- Respond to visitor enquiries in person, by phone, and via email in a professional and informed manner.

- Assist with opening and closing museum spaces and supporting event setup.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria that is listed to be 'Assessed at: Application' on their application form and should include clear examples of how they meet these criteria.

Essential Criteria	Assessment stage
Demonstrates the flexibility and availability required to work on a casual basis, with shifts offered as required, including good weekday availability and the ability to work Saturdays.	Application; interview
Experience of providing customer service in a public-facing environment.	Application; interview
Experience of handling payments and operating tills/EPOS systems.	Application; interview
Good verbal and written communication skills.	Application; interview
Basic IT skills including Outlook, Word, Excel and booking systems.	Application; interview
Reliable and able to work independently as part of a small team.	Application; interview
Educated to GCSE level (or equivalent), including English and Maths at grade C or above.	Application

Desirable Criteria	Assessment stage
Experience working in a retail environment.	Application; interview
Experience working in a museum, visitor attraction, library, gallery, cultural or heritage setting.	Application; interview
Knowledge of Oxford and its cultural and tourist sites.	Application; interview
Experience of ticketing, event bookings or visitor admissions.	Application; interview
Experience working with volunteers.	Application; interview

Notes to candidates

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview you will be asked questions based on them. How to apply

More information is available on the role profile document. Please read this document to ensure that you meet our requirements. More information about working for the Council, our values and vision, is available on our web site.

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Applications should be made via our online application system (no CVs please).
For further information and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website, please call 01865 252848.
Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history. If you are making an application using a CV please ensure you explain any gaps in your work history.
You will be informed whether the first round of interviews will be online or in-person (role-dependent). Please note, for hybrid roles the successful applicant will be expected to work from home. You should ensure that you have reliable and secure wifi access; a suitable workspace and are prepared to undertake distance learning and training.

Closing Date: **23 November 2026**

Late applications will not be processed

Interview Date(s): **01 December 2026**

We are an equal opportunity employer:

We are striving to become a more inclusive employer and to represent the communities that we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas and would particularly welcome applicants from ethnic and minority communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

Our commitment to Safeguarding:

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

disability confident EMPLOYER

OXFORD LIVING WAGE

Stonewall DIVERSITY CHAMPION