

From the Vicar of the University Church

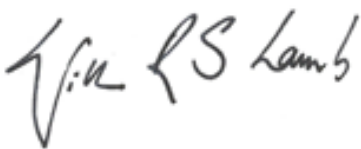
Thank you for your interest in the post of Gift Shop Manager at the University Church.

St Mary's welcomes over 400,000 visitors each year – about 95,000 ascend the Tower to gain stunning views of the historic city centre. The staff of the shop manage the Tower entrance as well as offering visitors the opportunity to purchase a number of souvenirs and gifts. Together with the clergy and the lay staff of the University Church, the shop staff represent the public face of the church and act as ambassadors for our ministry of hospitality and welcome to people from all over the world. It is important that the post holder is in sympathy with our mission and values.

The new Shop Manager will be joining a small team made up of the Assistant Shop Manager and a number of Retail Assistants. It is a friendly and happy working environment, and we are looking for a new colleague who can work with others in order to create a positive experience for our visitors and to maximise financial support for the mission and ministry of the University Church.

We look forward to hearing from you.

With every good wish,

A handwritten signature in black ink that reads "Revd Dr W Lamb". The signature is written in a cursive, slightly slanted style.

The Revd Dr William Lamb
Vicar, The University Church of St Mary the Virgin, Oxford

University Church of St Mary the Virgin
High Street
Oxford OX1 4BJ
01865 279111
william.lamb@oriel.ox.ac.uk
www.universitychurch.ox.ac.uk

Registered Charity Number 1130491

UNIVERSITY CHURCH OF ST MARY THE VIRGIN

GIFT SHOP MANAGER

www.universitychurch.ox.ac.uk

FURTHER PARTICULARS

The University Church of St Mary the Virgin is a significant city centre church at the heart of Oxford. It is the church from which the University of Oxford developed in the middle ages. The building is of great historical importance and some of the earliest University buildings lie within its precincts. St Mary's has witnessed some of the major events in English church history: the trial of Thomas Cranmer, the preaching of John Wesley, and the Anglican ministry of John Henry Newman. Its spire dominates the Oxford skyline from every angle.

While remaining a parish church, St Mary's continues to serve the University through formal links and many informal relations. University Sermons are preached twice a term before members of the University. The church provides a suitable venue for memorial services and other formal services. In addition, a collaborative and supportive relationship with the college chaplaincies is expressed through a number of intercollegiate services and events which take place during the course of the year.

The church provides one of the larger venues for concerts, award ceremonies, services and other occasional events held by community and university organisations. It functions and feels like a blend between a small cathedral and a large parish church. It attracts over 400,000 visitors per annum and is one of the most visited churches in the country. As such it affords very wide opportunities for Christian ministry and service. The University Church is a house of prayer, a centre of learning and a place of hospitality.

The Church Shop is located on the north side of the Church at the Tower Entrance. The Tower affords one of the best views of Oxford, and approximately 95,000 visitors climb the tower each year. The shop staff control admission to the tower and ensure that all visitors comply with our health and safety policies and procedures.

Opening Hours

The Gift Shop opening hours are 9.30am-5.00pm Monday-Saturday and 11.30am-5.00pm on Sunday. During July and August, the opening hours are extended to 6.00pm.

Role Title: Gift Shop Manager
Hours of Work: Full Time (37.5 hours per week). Some flexibility is required

Benefits

Staff members are entitled to 33 days' holiday with pay every calendar year including bank and other public holidays if you work full time, based on a five day week. If you work part time your entitlement will be prorated accordingly. The Church's holiday year runs from 1 January to 31 December.

Main Purpose of the Job

To maximise financial support for the mission and ministry of the University Church and to lead the shop staff, maintaining the overall culture of the shop and working collaboratively with the Assistant Shop Manager and Retail Assistants to improve the commercial performance of the Gift Shop.

Role Description

The duties of the Gift Shop Manager will include:

- provide leadership and motivation in the effective management of the Gift Shop, fostering a happy and cooperative working environment;
- select stock and merchandise, setting prices and negotiating with suppliers in order to maximise profitability;
- optimise the sales space for presentation of goods in the Gift Shop;
- review and evaluate competition;
- monitor sales through cash registers, resolving discrepancies;
- ensure that all cash and card receipts are handled in accordance with the Church's Financial Procedures;
- generate monthly sales reports, including cumulative and comparative sales reports for the Directors
- perform inventory control and annual stocktaking;
- oversee staff recruitment, management and training;
- ensure compliance with all safeguarding and health and safety policies and procedures, maintaining a healthy and safe environment for yourself, colleagues and visitors – reporting and dealing with any hazards as necessary;
- supervise staff work rotas;
- devise and implement timesheet procedures;
- calculate gross pay for shop staff and monitor holiday entitlement;
- act as a Fire Marshal, assist with building evacuations as necessary, and undertake Fire Safety Training;
- attend the weekly diary meeting;
- participate in an annual appraisal;
- undertake all training required in order to fulfil your responsibilities;
- follow the policies and procedures outlined in the Staff Handbook;
- carry out any reasonable request of the Vicar and Directors of St Mary's PCC Ltd. This could include any task deemed to be within your capabilities.

Person Specification

- Strong management, administrative and organisational skills
- An ability to communicate well with the staff, general public and visitors
- An ability to communicate effectively, both orally and in writing

- General knowledge of Windows-based computer system and especially MS Excel
- An ability to provide excellent customer service in an efficient and courteous manner
- An ability to initiate ideas / solutions to encourage more sales
- An ability to analyse and solve problems
- An ability to summarise and reconcile retail sales and operating statistics, and to prepare routine statistical reports as required
- Proven business experience
- Knowledge of cash management,
- Knowledge of retail stock management and control principles and procedures
- Experience of supervising a team
- An efficient, flexible and effective team player
- An ability to foster a happy and cooperative work environment
- An enthusiastic and positive demeanour
- Right to work in the UK

The successful candidate will be in sympathy with, and in their work support, the Christian ministry and mission of St Mary's.

Terms of the Appointment

The successful candidate will be offered a salary of £24,000-27,000. The appointment is permanent with a six-month probationary period.

The post is subject to current safeguarding legislation and the Diocese of Oxford's safeguarding policy. All shortlisted candidates will be required to complete a confidential declaration as part of the recruitment process. A DBS Basic Disclosure is required for this post. The post-holder will be required to undertake appropriate safeguarding training.

Application

To be considered for the shortlist, a copy of your CV should be sent to:

The Administrator
University Church
High Street
Oxford OX1 4BJ

Tel: 01865 279111

Email: admin@universitychurch.ox.ac.uk

Website: www.universitychurch.ox.ac.uk

Applications close at 5pm on Friday 31 January 2020.

Interview procedure

Shortlisted candidates will then be invited to submit a completed confidential declaration form, and a letter of application including a statement of why they are particularly suited to this post. Shortlisted candidates should include the names and contact details of three referees. At least one of the candidate's referees should be their most recent employer.

Candidates will be asked to attend an interview on the morning of Thursday 13 February 2020. Candidates are asked to keep this date free. All applicants will be informed by email whether they have been shortlisted by 5pm on Tuesday 4 February 2020.