



New College
Holywell Street
Oxford, OX1 3BN

JOB DESCRIPTION

JOB TITLE: CHAPEL MANAGER (HEAD VERGER)

Full-time: Grade 4 equivalent

ABOUT NEW COLLEGE AND NEW COLLEGE SCHOOL

New College is one of Oxford's oldest and best-known colleges. Founded by William of Wykeham in 1379, the college has grown to become one of Oxford's largest. The main site in the heart of the city is one of the most beautiful in Oxford, boasting the earliest planned college quadrangle and spectacular gardens set against the medieval city wall.

New College School has been an integral part of the college since 1379. Today it is an independent day school for boys aged 4-13, owned and governed by the college. The school is a small and friendly community of some 160 pupils.

The Chapel and Choir

William of Wykeham placed the chapel at the heart of the college, and today the chapel brings together the whole school and college community. It is one of the oldest and most beautiful buildings in the college, and those of us who work there feel privileged every day.

During Oxford university term the chapel hosts a busy schedule of services sung by the Choir of New College (daily except Wednesday), concerts, recitals, lectures and plays, and services for New College School.

The Choir of New College has been singing to God's glory in the chapel since it was consecrated. Today around 20 choristers from New College School, 8 New College Students (Academical Clerks) and 6 professional singers (Lay Clerks) sing in the choir, under the direction of the Organist, Robert Quinney. The choir sings daily services in term time, plus concerts, special services, and recordings, in the chapel and in venues around the world.

The Chapel and Choir team:

The **Dean of Divinity** is responsible for everything that happens in the chapel, fulfilling the college's charitable purpose of advancing the Christian faith (alongside its core work of education, learning and research). She works closely with:

- the **Associate Chaplain**, who takes services on Mondays and Tuesdays, and organises preachers and readers and trains servers
- the **Organist** who directs the choir and trains the choristers, alongside tutoring and lecturing
- the **Assistant Organist**, who accompanies services, and takes rehearsals and services when the Organist is not available

- the **Headmaster** and **Chorister Tutors** who look after the education and welfare of the choristers
- the **Chapel Administrator** who prepares service sheets and publicity and manages special events and services
- the **Choir Administrator** who manages the choir schedule and organises concerts, recordings and open days
- the **Chapel Scout** who cleans the chapel
- the **Concert Administrator** who manages concerts by students and external organisers

in addition, a number of the College Officers are closely involved in the chapel, especially the **Precentor**, who represents the Chapel to Governing Body and assists at large services, and the **Dean and Chancellors Fellow**, who is responsible for the historic fabric and artworks of the college, and in addition also directs the independent New Chamber Opera that performs regularly in the chapel. There is also a team of student and parent volunteers.

Visitor Liaison

Throughout the year the College opens its New College Lane Gate to visitors for self-guided tours. More than 60,000 visit in the summer season. The primary purpose of the Visitor Liaison Officer is to provide a warm and friendly welcome to all of our visitors, to look after the daily workings and interests of the college and maintain that security and safety at all times. The VLO will also handle card transactions for visitor admissions and souvenir sales and will regularly be expected to answer questions about the College and the University.

SUMMARY OF RESPONSIBILITIES:

Chapel:

Managing Services, Concerts and Events:

- Unlocking and locking up the Chapel; preparing it for services and tidying up afterwards
- Lighting candles and extinguishing them afterwards, refilling oil candles and replacing wax candles as needed
- Greeting the congregation or audience, handing out service sheets or programmes seating latecomers, keeping tourists out of the chapel during services
- Liaising with the Chapel Administrator and the Dean of Divinity over ticketing and seating plans for special events, including delivery and set up of extra seating
- Co-ordinating front-of-house staff and volunteers for events, including briefing ushers and fire tellers when needed
- Training Deputy and Assistant Vergers and preparing written guides for them. Deputy and Assistant Vergers are line managed by the Dean of Divinity
- Counting the collection, ensuring it is safely stored, and taking the funds to the bursary
- Light administration, including checking and replying to email, ordering stock, entering information into the service register when supplied by the chaplains, etc.
- Attending and reporting to meetings with the chaplains and Chapel Administrator, the Health and Safety Consultative Group and other meetings as required

Security, Health and Safety:

- Ensuring there are sufficient fire tellers and briefing them
- In an emergency, leading an evacuation if one is necessary, and with the Duty Porter, contacting the emergency services, administering first aid, and reporting any accidents with chapel and choir staff and the Health and Safety Administrator, preparing risk assessments and checking arrangements meet health and safety requirements
- In exceptional situations supervising choristers until a member of school or choir staff can take over. School and choir staff take ultimate responsibility for the choristers.
- Complete appropriate training, including, Safeguarding, IT security, First aid and paediatric first aid, Fire marshalling

Maintaining the chapel:

- Checking stocks of candles, candle oil, altar wine and wafers, etc. and reordering as necessary; ensuring that altar linen is sent to the laundry and returned
- Asking the Chapel Wardrobe Manager for any repairs to robes or altar linen
- With the chapel scout, keeping the chapel clean and tidy, and clearing away music lists etc at the end of each term; with the choir librarians returning music to the library
- Arranging for periodic deep cleaning of the chapel, and for cleaning of the chapel silver
- Requesting maintenance as necessary via maintenance@new.ox.ac.uk
- Take lost property to the lodge
- Any other duties as required by the Dean of Divinity

Visitor Liaison:

Out of university term (10-12 weeks a year) the post-holder will work as a Visitor Liaison Officer for up to 75% of their time.

Visitor management

- Provide a friendly greeting to all visitors to the New College Lane entrance, and control the flow of tourists and non-members to the College
- Control access to various parts of the College (e.g. Chapel, Cloisters, Hall), and ensure that visitors do not disrupt the day-to-day workings of the College
- Proactively promote the College in a positive light to all our visitors, delegates, and prospective students, answer questions and provide information

Tourist operations and sales, office and operations management

- Take card payments from tourists for entry fees and college merchandise
- Keep accurate records of daily takings, and all souvenir transactions, restocking as necessary; keep the Tourist Office and NCL entrance tidy, clean and safe
- Answering calls and queries from potential visitors and college members as necessary
- Respond to any arising emergencies (accidents, fire alarms in tourist areas), assisting and liaising with the Porters' Lodge
- Actively looking out for the safety and security of the college, being alert to any suspicious individuals or behaviour, and closing areas if safety concerns arise
- Other related actions and activities as may reasonably be required

This job description is not exhaustive and, in accordance with the college's priorities, is subject to regular review as new areas of work emerge. The post-holder will be required to respond flexibly to changing requirements.

COMPETENCIES, SKILLS AND EXPERIENCE:

Essential

- Excellent communication skills, and ability to communicate with a variety of audiences
- A friendly and welcoming presence, but able to be assertive when the situation requires
- Excellent organisational skills; ability to anticipate problems and plan for them
- Ability to respond in an emergency and to stay calm under pressure
- Ability to work as part of a team but also someone who can work independently, and who does not mind working alone
- Respect for and willingness to promote the chapel as a place of Christian worship, regardless of your own personal faith affiliation, or if you have none
- Excellent attention to detail; accurate eye for checking arrangements
- Commitment to safeguarding and the policies of New College School
- Basic computer skills – MS Office, email and online ordering; ability to learn new IT skills as required

Desirable

- Graduate or several years' work experience
- Experience working or volunteering in a church or chapel or performance space
- Experience in venue or event management, hospitality or customer service
- An interest in and knowledge of classical and choral music
- An interest in the history of the college, chapel and choir

SAFEGUARDING

New College and New College School are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. In accordance with our Safeguarding Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as 'spent' must be declared when applying. The applicant may post such a declaration in an envelope marked 'Private & Confidential for the Headmaster'. The successful applicant must obtain Barred List clearance and DBS clearance at enhanced level. All necessary and appropriate safeguarding checks must be completed before commencement of the role.

BENEFITS

Hours of work: 35 per week (annualised), plus 2.5-hour unpaid meal breaks per week.

- Term time (31 weeks, Oct – mid Dec, early Jan – mid March, mid April – late June): 5-6 days a week, must be on site 4.00-7.30 every day except Wednesday, other hours vary

including some later evenings. Wednesday is a regular day off

- Out of term (mid-March – mid April, late June – Sept): 5 days a week to include 3-4 days per week, 12-5pm as Visitor Liaison Officer and 1-2 days a week in chapel for occasional events and services including weddings (4 Friday evenings and Saturdays, usually the last two weekends of July and first two weekends of August)

Leave Entitlement: 6 weeks plus bank holidays, with the following restrictions:

Term-time:

- Up to 4 days off per term (as annual leave or in lieu) with the agreement of the Dean of Divinity. Consecutive days of leave may not usually be taken during university terms, except by arrangement during the New College School half term when choristers are not in chapel. Term-time leave arrangements are dependent on cover being available.
- Bank holidays that fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given.

Out of term:

- At least 4 weeks of the annual leave entitlement must be taken out of term time.
- Some leave may be taken during the wedding period (see above) if cover can be arranged.

Other benefits:

- Pension - there is a salary-based occupational pension scheme applicable to this post
- Lunch or dinner free of charge when served on days on which the post-holder is on duty
- Bus season ticket loan; access to bike scheme
- Employee Assistance Programme