ASHMOLEAN MUSEUMOXFORD

"Training Tuesdays"

towards a better informed, better engaged & more innovative Visitor Experience team

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WHO WE ARE

Open since 1683, we are the University of Oxford's world-class museum of art and archaeology. Situated in the heart of the city we are an iconic cultural destination open to everyone every day.

WHAT WE DO

We preserve and share our collections and knowledge to promote research, learning and enjoyment.

COLLECTIONS

Care for, develop and widen access to our collections, in person and online.

RESEARCH & TEACHING

Enable, lead and deliver world-class research and teaching.

AUDIENCES

Provide engaging experiences for an increasingly diverse audience.

WHY WE DO IT

To illuminate our shared humanity.

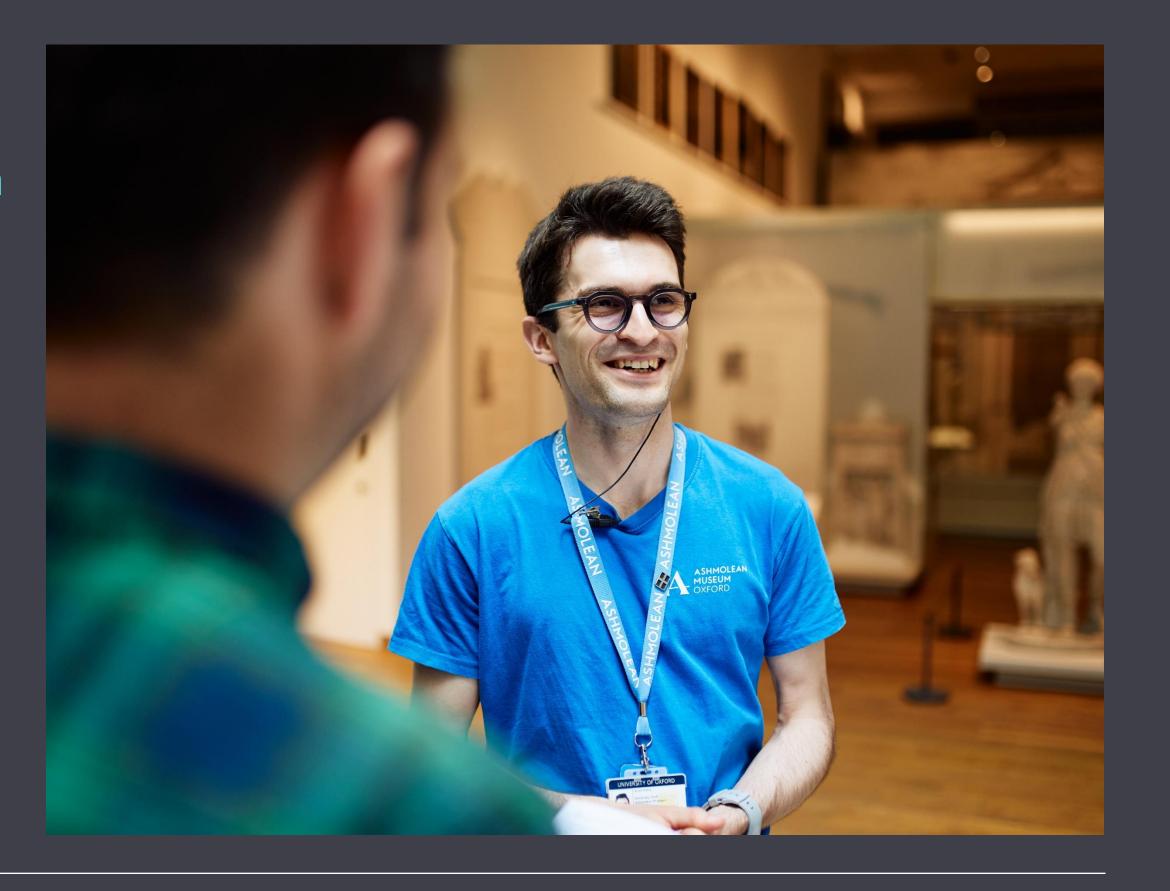


Visitor Experience Team

Head of VE (1 FT)
Deputy Head of VE & Volunteer
Manager (1 FT)
Supervisors (3 FT)

Visitor Experience Assistants (28.3 FT equivalent)

30-36 permanent / fixed term 42 Variable – zero - hours



VE Review

Prompted by the resignation of Head of Team

Involved the whole VE Team

Conducted by external consultant

A foundation for the new Head of Team

Ashmolean Museum VE Report

Lois Honeywill November 2023

Inclusive Recruitment

Innovative for the Ashmolean

Pre-application invitation

Group interview

Individual chats

Better suited candidates



Training Tuesdays rationale

Address

- Training inconsistencies
- Lack of time for 121

Establish

- Well-defined training programme
- Consistent opportunities

Empower the team

- Redefine the VE
- Develop strategic offerings

Invest in the team for the long term Increase retention



TT getting started

Change the rota

- Leadership approval
- Staff consultation (HR)

Plan

- Logistics
- Content

(unexpected changes)



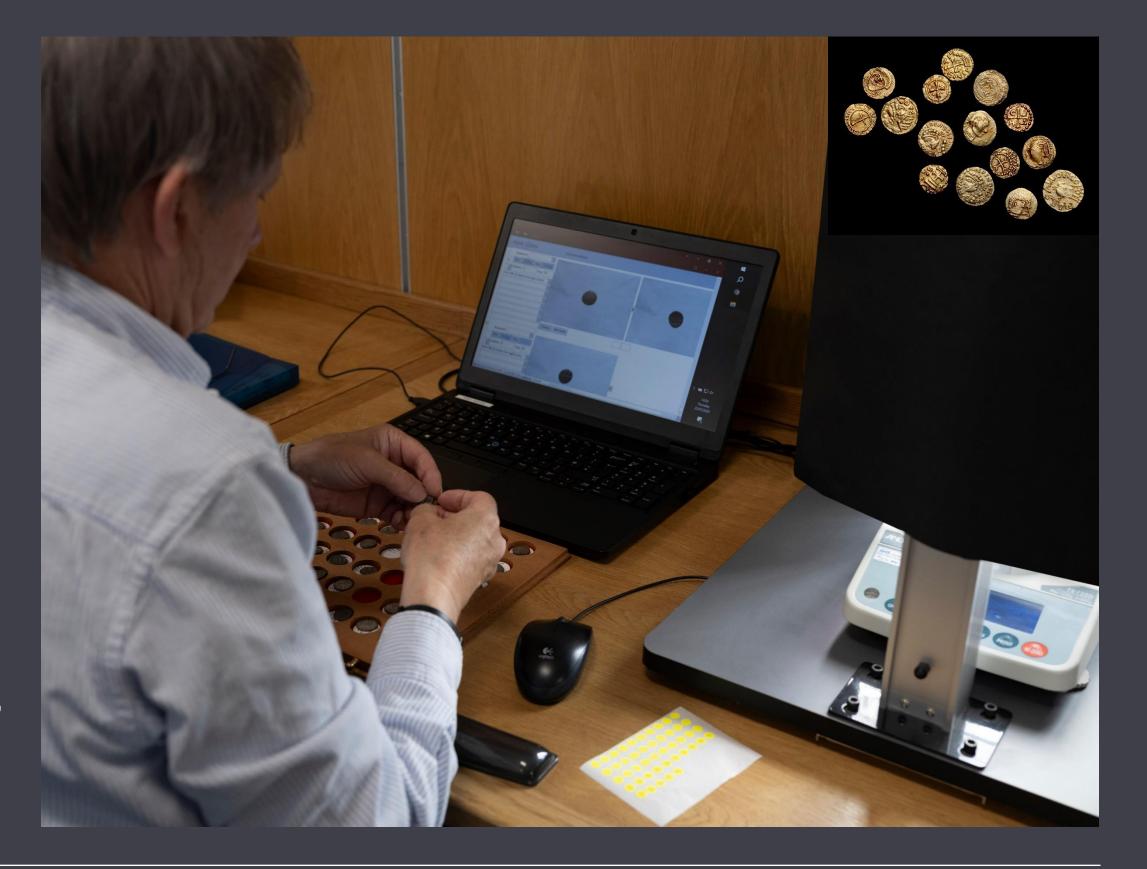
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Whole team training

- H&S
- Fire
- Safeguarding
- EDI
- Sustainability
- Autism ... etc

Independent research

- Deeper knowledge of the galleries
- Opportunities for 'champions'
- Projects across the Museum



Story So Far

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- Staff morale & performance
- Visibly upskilled
- Shortlisted for the VC awards

- Stressful for VE Management
- Limited time & space to reflect

Dilemmas:

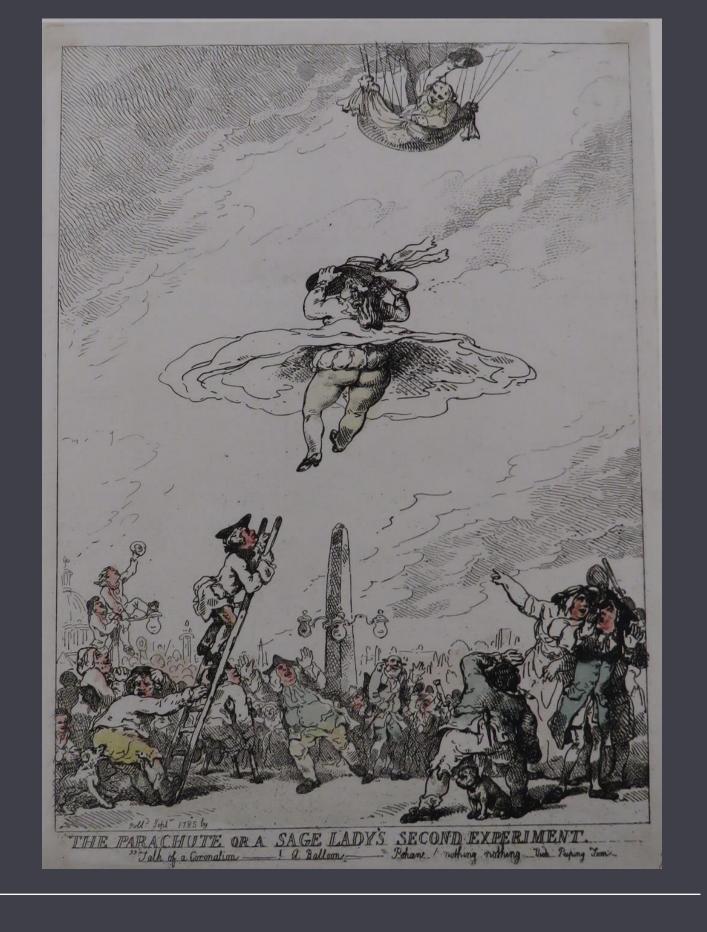
- Homogeneity vs individualism
- Issues around fairness & equity



Innovate, iterate & learn

- Culture change, we
 - VE team
 - Museum
- Appetite for risk
 - leadership journey
- Pace
 - bring everyone along
 - capacity & availability
- Competing priorities
 - operational gaps

"I now feel invested in and valued."



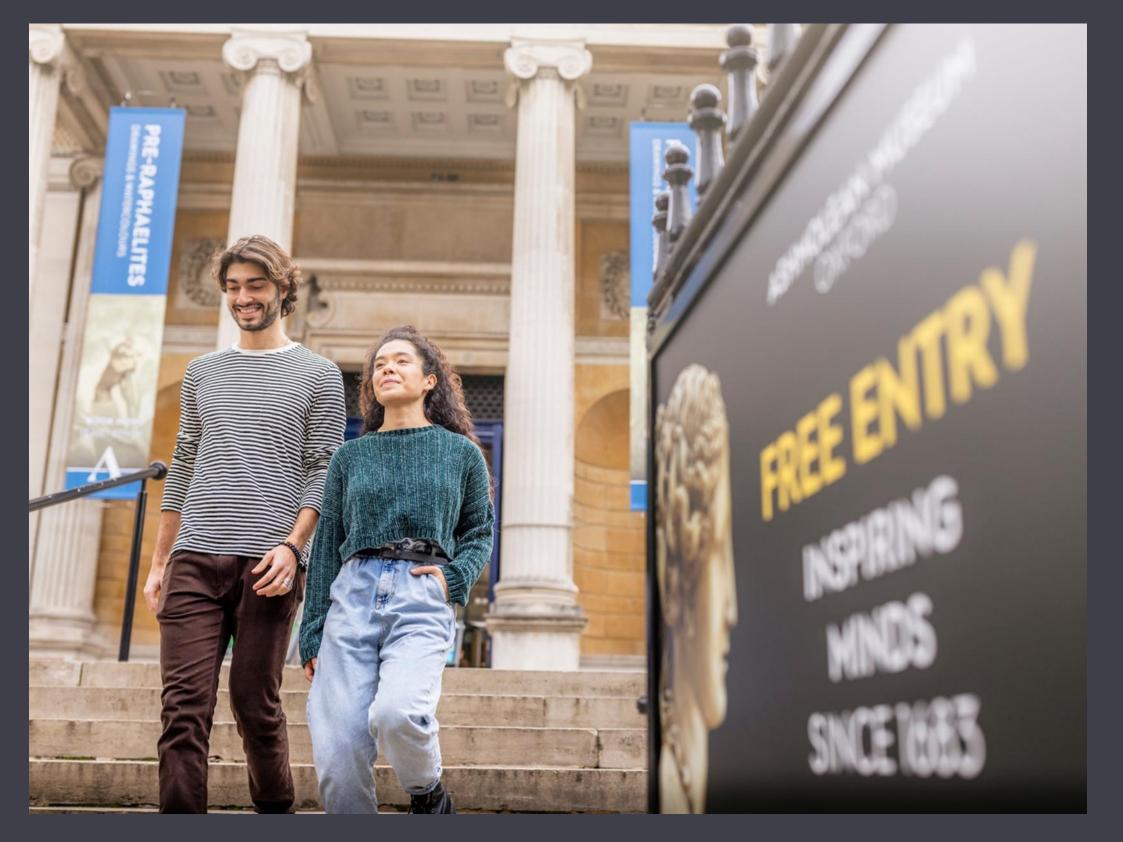
Next Steps

Ongoing review different activities

- Self-initiated research
- Projects review
- Role of champion

Holistic evaluation of the pilot

Options for the future



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QUESTIONS?

