



Job Description – Further Particulars Part-Time Bursary Receptionist

1. The College

St Edmund Hall is one of the constituent colleges of the University of Oxford and occupies a historic site in the middle of Oxford, just off the High Street. The College community has around 70 Fellows, 400 undergraduate and 300 graduate students in addition to administrative and domestic staff. St Edmund Hall's roots are in the 13th Century, making it one of the oldest education institutions now within the University of Oxford.

The Hall was acquired, but not absorbed, by the Queen's College in 1557. For centuries, Queen's appointed the Principal of the Hall, which continued to exist separately and self-determining. In 1913, the University, realising now the importance of this last link with medieval Oxford, refused to allow Queen's to absorb the Hall and an order was made in Council preserving the Hall's separate identity and a Royal Charter was granted for full collegiate status in 1957. However, the ancient name of "Hall" was retained, to reflect its long history and pre-collegiate roots.

Modern and progressive in its outlook, the Hall furthers scholarship in a range of Arts and Sciences subjects and offers a matchless chance to live in the heart of Oxford, be taught by tutors of recognised distinction in their fields and to enjoy being part of an energetic and varied community. Our undergraduates come from all backgrounds and include students from the UK and the world. The graduate population is an equally diverse body of students studying a wide range of subjects at Masters and Postdoctoral level.

Further information about the College can be found by visiting the [College Website](#).

2. Introduction to the Bursary

The Bursary office, managed by the Domestic Bursar, is responsible for all of the domestic services in College which includes catering, accommodation, estates and maintenance, conferences and external functions, IT, the lodge and security operations.

3. Reporting to:

The Domestic Bursar with day-to-day direction and guidance provided by the Conference Manager and the Accommodation Manager.

4. About the Post

The Bursary Receptionist provides a professional, welcoming, and efficient front-of-house service for Fellows, staff, students, alumni, visitors, and guests. As the first point of contact for the Bursary, the postholder manages the reception area, handles incoming telephone calls and emails, responds to

routine enquiries, and directs queries to the appropriate member of staff. The role also provides general administrative support, helping to ensure the smooth day-to-day operation of the Bursary.

5. Job Description

Duties

- Provide a professional, friendly and welcoming first point of contact for all enquiries relating to any of the Bursary operations in person, by telephone or email and route enquiries to appropriate staff and/or where it is a routine query deal with those without supervision.
- Monitor shared Bursary email inboxes, ensuring enquiries are responded to promptly or forwarded on to the relevant colleagues.
- Maintain the Bursary Reception area to ensure it is tidy, welcoming and presents a professional image at all times.
- Provide basic administrative support to the Domestic Bursar, Conferencing Team and the Accommodation Manager.
- Undertake occasional photocopying as requested by Bursary management and Fellows.
- Assist the Conferencing Team with the preparation of event signage when required (this task is usually undertaken by Lodge staff).
- Assist with maintaining departmental records, filing systems and electronic records in accordance with data protection requirements.
- Management of the Electronic Point of Sale (EPOS) system including the creation of reports and managing pricing and description requirements for college functions and forwarding receipts to the Finance Department.
- Preparing place cards, booking guest accommodation and preparing table plans.
- Management of stationery orders for all departments including sourcing suppliers and ordering of business cards
- Communicate changes to dining arrangements and circulate weekly menus to staff, Fellows and students.

Other Responsibilities

- Providing ad hoc cover to other offices and the Lodge from time to time and during any last-minute staff shortages.

The post-holder may be required to carry out other duties as required by the Domestic Bursar cognate with the areas listed above.

The Job Description may be reviewed periodically in conjunction with the post holder and the requirements of the College.

6. Selection criteria/Person specification

Requirements	Essential and desirable criteria	
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Education/qualifications		
A good level of education	√	
Experience		
Experience of working in a busy office environment with the ability to manage competing priorities effectively.	√	
Proven experience handling confidential information with professionalism and discretion.	√	
Demonstrated experience establishing and maintaining accurate record-keeping systems and information management processes.	√	
Experience of event coordination.		√
Experience of the Oxford collegiate system.		√
Skills, Competencies and Abilities		
Strong interpersonal skills, with the ability to work collaboratively and make a positive contribution to the wider team.	√	
High quality customer service skills with a commitment to providing a professional and responsive service.	√	
Effective written, verbal and telephone communication skills, with the confidence to respond to enquiries from a wide range of internal and external stakeholders, including students, Fellows and colleagues.	√	
Advanced IT skills in a Windows-based office environment with the ability and willingness to learn new systems and applications as required.	√	
Well-developed organisational skills with a high level of accuracy and keen attention to detail.	√	
A flexible and adaptable approach to work, with the ability to respond effectively to changing priorities.	√	
An awareness of regulatory policies such as GDPR and the Health and Safety at Work Act and a willingness to undertake further training as required.		√
Personal Skills		
Proactive, discreet with a positive approach to work and colleagues and be able to operate with minimal supervision.	√	
Very friendly, helpful and approachable with strong relationship management skills and a willingness to assist colleagues within the Bursary and across the wider College.	√	

7. Terms and Conditions

Appointment:	This is a part-time, permanent post (20 hours) working five days per week. The appointment will be conditional on receipt of evidence of right to work in the UK documentation and satisfactory references.
Probationary Period:	There will be a probationary period of three months. Only after successfully completing this probationary period will the appointment be confirmed.
Notice Periods:	During the probationary period, the post-holder's employment may be terminated by either side on one weeks' written notice. Once the appointment is confirmed, the period of written notice will be 1 month on either side.
Salary:	The salary reflects the St Edmund Hall Salary Scale at Grade 4 (currently £27,062 to £30,783 per annum. The pro rata salary range is £15,464 to £17,590.29). Appointments are normally made to the bottom of the grade, however, the starting point will depend on qualifications and experience. Automatic progression takes place on 1 August for support staff provided they have been in post for at least 3 months prior to the incremental date until the maximum point is achieved
Hours of Work:	Normal hours of work will be 20 hours per week, usually 10:00 to 14:00 (no break) or 10:00 to 14:30 which includes a 30-minute unpaid break each day. The ability and willingness to adopt a flexible approach to working hours and duties will be required.
Annual Leave:	Annual leave entitlement is 32 days (inclusive of bank holidays). The post-holder's leave will be calculated on a pro-rata basis for the first year of employment. Additional leave is granted during the Christmas and New Year period when the College is closed. Where public holidays fall in term time, the Bursary Receptionist may be required to work those days and time off in lieu will be given to be taken at a mutually convenient time at the discretion of the Domestic Bursar.
Meals:	Lunch, if required, is provided free of charge in the Hall whilst on duty and when the College kitchen is open.
Benefits:	Subsidised bus pass loan, season ticket rail loan, cycle scheme loan and access to the College's employee assistance programme (a 24-hour telephone and online advisory and counselling service).
Pension:	The post-holder will be automatically enrolled in the Oxford Staff Pension Scheme (OSPS) unless they notify the College otherwise.
Parking:	Parking is extremely limited and allocated according to needs at the discretion of the Domestic Bursar.

Further terms and conditions are contained in the Employee Handbook, a copy of which will be supplied on appointment and forms part of the post holder's contract of employment.

8. Application Process

Interested applicants should forward the following documents:

1. A Cover Sheet (found on our website) detailing the names and contact details of two referees.
2. A current CV.
3. A covering letter, which explains how you meet the selection criteria for the post.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk by **09:00 on Friday, 10 August 2026**. Applications can also be sent to the HR Department, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held in Oxford on Tuesday, 18 August 2026.

Informal enquiries about the post should be directed to recruitment@seh.ox.ac.uk.

Equality of Opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Recruitment Monitoring

Please consider completing the online Equal Opportunity Monitoring Form. Submission of this form is voluntary and does not form part of the selection process, but we would be grateful if you are willing to return it with your application to assist us with our equal opportunity monitoring. A paper copy can be obtained on the website or by emailing recruitment@seh.ox.ac.uk.

Notes

1. *This employment is subject to the provision of original documentation to establish the right to work and remain in the UK.*
2. *All data supplied by applicants will be used only for the purpose of determining their suitability for the post, and will be held in accordance with the principles of the General Data Protection Regulations.*
3. *St Edmund Hall is an Equal Opportunities Employer. Conduct against fellow employees and college members that is offensive or detrimental to them on grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, is not tolerated.*
4. *Smoking (including electronic devices) is not permitted at any of the sites or buildings belonging to St Edmund Hall.*

5. *Parking is extremely limited and allocated according to needs at the discretion of the Domestic Bursar.*