



University of Oxford

St Edmund Hall

Job Description and Further Particulars Casual Lodge Receptionist/Porter

1. The College

St Edmund Hall (fondly known as Teddy 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.

Modern and progressive in its outlook, the Hall furthers scholarship in a range of Arts and Sciences subjects. The Hall 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. At present, the College is comprised of approximately 70 Fellows, 376 undergraduate and 315 graduate students in addition to administrative and domestic staff. 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.

Our first year students are accommodated on the main Queen's Lane site. Just five minutes' walk away, across Magdalen Bridge, the Tamesis building houses around 45 of our undergraduates. From July to September, the Tamesis is open to paying guests. The William R Miller Building, located in Dawson Street, and is also close to the main Queen's Lane site. This is home to 55 students.

Our Norham Gardens properties are located in leafy North Oxford some 15 minutes' walk from the College across the University Parks. These properties are very popular with our finalist students. Planning permission has just been granted for the development of 128 study bedrooms and communal facilities housed in a mixture of new buildings and a remodelled Victorian villa and will bring together several of our strategic aims: helping ensure that the College can meet its goal of accommodating of all its undergraduate students, moving towards becoming net zero in energy use, improving access, encouraging biodiversity, and catalysing a creative and inclusive college culture.

Further information about the College can be found by visiting www.seh.ox.ac.uk.

2. The Lodge and the Role

The Lodge is managed by the Lodge Manager who reports to the Domestic Bursar, a Deputy Lodge Manager and a team of full, part time and casual staff who cover 24 hours a day, seven days a week (two porters on duty during the day and one at night) throughout the year and are responsible for the security of the College in Queen's Lane, its associated properties and the safety of all students, members of staff and visitors alike. The Lodge is a friendly, helpful place which acts as the hub of the College and is the first point of contact for all. In addition, our porters monitor alarms, safeguard keys and deal with post and parcels. The porters are always available for practical guidance and, alongside our welfare team, also offer support in signposting students to the correct wellbeing advice.

The department is customer facing and engages with the complete collegiate body and external stakeholders so professional standards combined with an approachable attitude are essential requirements.

Our Lodge staff are an essential part of College life providing an important information point to help new and returning students enhance their experience of being at the Hall.

3. Main Duties and Responsibilities:

- To be the first point of contact and provide an excellent and professional reception and general information service for College and University members, visitors and members of the general public.
- Respond to fire, intruder and critical alarms (training will be given).
- Sign in visitors and contractors, alerting the relevant member of staff of their arrival.
- Issuing room keys and fobs.
- Receive and sort mail, book parcels in/out and ensure records are up to date.
- Answer telephone calls to the main Lodge number by conveying a warm and professional welcome and be able to competently handle enquiries personally or directing them to the appropriate person.
- To take messages and communicate these where required.
- Undertake regular security patrols/checks, ensuring windows, doors and gates are locked as appropriate.
- Ensure the Lodge, areas outside the Lodge, and notice boards are clean and tidy at all times.
- To assist with general Lodge administration such as renaming pigeon holes.
- Check in students, conference delegates and guests using the College's room booking system.
- To monitor the Lodge email account and respond to messages in a timely manner bringing any urgent matters to the attention of the Lodge Manager/Deputy Lodge Manager.
- To be able to work at the College's Conference/Guesthouse facility in East Oxford when required during the summer season.
- Carry out other duties or assist other Departments as directed by the Lodge Manager/Deputy Lodge Manager or Domestic Bursar.

The post-holder will be expected to be flexible and perform different tasks as necessitated by the changing role within the College's organisation and objectives. This job description may be reviewed periodically in conjunction with the post-holder and the requirements of the College.

4. Selection Criteria/Person Specification

REQUIREMENTS	Essential and desirable criteria	
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Experience		
Previous experience of working in a customer focused role.		√
Skills, knowledge and abilities		
Confident written and communication skills, with the ability to deal appropriately with all relevant stakeholders including students, Fellows and colleagues.	√	
Good administration skills and the ability to multitask and prioritise effectively.	√	
Good IT skills, including the ability to use Outlook, Word, Excel, Teams and PowerPoint and to learn other systems.	√	
The ability to work confidently, courteously and pro-actively as an individual or as part of a team, sometimes with little or no supervision.	√	
The ability to deal appropriately with confidential information.	√	
Be motivated and able to use initiative and work without direct supervision.	√	
To be calm under pressure with the ability to prioritise workload efficiently.	√	
A good level of fitness and be able to respond quickly to incidents within College and from the outside properties.	√	
High levels of punctuality, reliability, and professionalism.	√	
To be able to identify maintenance issues and make an initial assessment referring these to the Maintenance Department where necessary or the on call staff member out of normal office hours.	√	
A willingness to participate in training courses (e.g. First Aid, Fire Marshall and Customer Service).	√	
Previous experience of working in a College Lodge.		√
Knowledge of emergency procedures.		√

5. Terms and Conditions

Appointment:	This employment is casual with variable hours and you will only be paid for the hours completed. Our porters work seven days per week, throughout the year. Work will be offered on an ad hoc basis. Casual staff are free to accept or decline offers of work with no obligation or guarantee of continuous work.
Hourly Rate:	£12.00 per hour plus holiday entitlement.
Hours of Work:	Varying hours are available. Our permanent staff work from 06:30 to 14:00 or from 14:00 to 22:30 (Monday to Sunday according to the rota). Our Night Porters work 12 hour shifts from 18:30 to 06:30.
Meals:	A meal is provided free of charge in the Hall whilst on duty and when the College kitchen is open.
Further Information:	A uniform will be provided.

6. Application Process

Interested applicants should complete an Application Form (found on the College's website) detailing the names and contact details of two referees.

There is no deadline and applications will remain open until the posts are filled.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk. Postal Applications should be sent to the HR Department, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Shortlisted applicants will be invited to interview.

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.*