



*University of Oxford*

# St Edmund Hall

## **Job Description and Further Particulars Deputy Lodge Manager**

### **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 13<sup>th</sup> 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, 375 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, 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](http://www.seh.ox.ac.uk).

## **2. The Lodge and the Role**

The Deputy Lodge Manager assists the Lodge Manager with the day-to-day management of the operation. The Domestic Bursar has overall responsibility for the department and the team cover the operation 24 hours a day, seven days a week (two porters on duty during the day and one at night) throughout the year. The team 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 Deputy Lodge Manager's role is a significant post and together with the Lodge Manager are responsible for leading the operation and ensuring our high professional standards are upheld. The Department is customer facing providing a warm, friendly, helpful welcome to all and acts as the hub of the College community. The porters are always available for practical guidance and, alongside our welfare team, also offer support in signposting students to the correct wellbeing advice.

Our Lodge staff are an essential part of College life providing not only an important information point, but also to help new and returning students, staff, alumni, and visitors, enhance their experience of being at the Hall.

## **3. Main Duties and Responsibilities:**

### **Management of the Lodge Team**

- Together with the Lodge Manager, to supervise the Lodge Team and manage the rotas ensuring the correct number of staff are always on duty.
- To assist with the training and induction of new members of staff which includes but not limited to the computerised room booking system, CCTV, and fire and alarm panels, handling of post and parcels, and telephone enquiries.
- Assist with the ordering of sufficient uniform and ensuring that uniform requirements are strictly adhered to which includes the wearing of name badges.
- Together with the Lodge Manager, ensure that relevant training is arranged for existing and new members of staff i.e., first aid, fire training and customer service training and that staff attend, when requested to do so, any mandatory training arranged by the Domestic Bursar or HR Manager. Ensure a record is kept of all training and certificates are uploaded to personnel files.

### **Security & Health & Safety Compliance**

- Understand and follow the College's emergency procedures and be prepared to act in the event of an emergency and liaise with the appropriate services.
- Ensure that the security of the College is always maintained to provide a safe and secure environment.
- To ensure appropriate risk assessments are in place and regularly reviewed and recorded.
- To enforce College rules relating to the admission of the general public in liaison with the Lodge Manager.
- Be first aid trained (training will be provided) and act as first responder to incidents and

- to coordinate with emergency services or University Security where appropriate.
- Accurately report any incidents or accidents in the Accident Report Book ensuring a copy is provided to the Bursary Administrator.
- Respond to fire, intruder, and critical alarms. Liaise with Oxford University Security Services when appropriate and attend site if necessary.
- Ensure regular security patrols/checks are carried out and deal with any security or behavioural issues politely and confidently.
- Oversee the monitoring of the CCTV system and take appropriate action if necessary. Ensure that the use of the CCTV always remains GDPR compliant.
- Ensure that Guest Rooms are vacated on time and liaise with the Accommodation Manager on matters where issues occur.
- To ensure that staff issue and record receipt of room keys and fobs and relay appropriate information to staff, students, and guests, key movements are logged, and keys are kept under safe custody and in the correct location.
- In the case of emergencies relating to all utilities, ensure that Lodge staff are fully trained and can isolate the relevant supply safely and actions reported to the Estates team immediately (including out of hours).
- To assist with the supervision of termly Fire Drills and report back to the Domestic Bursar in the absence of the Lodge Manager.
- To be fully conversant with and able to deal with fire and security alarms.
- In conjunction with the Lodge Manager, to oversee and maintain the College evacuation chairs ensuring that they are regularly serviced, and that all porters are trained in their use.
- The Deputy Lodge Manager together with the Lodge manager may also be called upon at any time if there is an emergency out of usual office hours.

## **Administration**

- Ensure that all Lodge staff act as a first point of contact for the College and provide an excellent and professional reception and general information service for College and University members, Alumni, visitors, and members of the public.
- Along with the Lodge Manager and duty Porter to be the main contact point for students requiring information and assistance by providing an approachable and friendly service during term time and to conference and events guests outside of term and to visitors throughout the year.
- Be able to quickly provide, or know where to find, relevant information and to be familiar with the College history and the local area or to refer these to the appropriate staff member.
- To be professional, diplomatic, discrete, and friendly at all times to a wide variety of people from differing cultures and backgrounds.
- Ensure the Lodge, student pigeonhole areas and notice boards are always clean and tidy.
- With the Lodge Manager, ensure staff are aware of the correct telephone etiquette i.e., by conveying a warm and professional welcome and be able to competently handle enquiries personally or directing callers to the appropriate person. To ensure staff announce callers' names and organisations prior to connection and to take messages when asked to do so.
- Make sure that mail is correctly sorted and distributed and that parcels are booked in/out

- ensuring all records are up to date.
- Receive, record and safely and securely store lost property and notify owners where possible.
  - Ensure staff prepare outgoing mail for collection by the University's Messenger Service and that a quantity of first and second-class stamps are always available to use outside of the collection times for College business
  - Together with the Lodge Manager and duty Porter share responsibility for general Lodge administration such as renaming pigeonholes.
  - Use the shared Lodge calendar to ensure handover notes and other important information is recorded correctly and coherently.
  - To be able to deal with unforeseen incidences calmly and politely and be able to handle complaints confidently ensuring those necessary are passed to the relevant department. Be prepared to send detailed incident reports to the Lodge Manager and Domestic Bursar, as required.
  - Ensure that Lodge staff sign in contractors and alert the relevant member of staff of their arrival.
  - To act as an information point and communicate relevant information across the College efficiently and effectively ensuring accurate and detailed handovers between shifts.
  - With the Lodge Manager, to oversee the bookings for the Fellows' Car Parking space and monitor the parking spaces in Queen's Lane ensuring the chains are secured when not in use.
  - To book taxis on account ensuring a record is kept of passengers and destinations.
  - To log any maintenance issues on the College's Help Desk escalating any urgent concerns immediately to the Estates Department.
  - To have good IT skills, particularly in the use of Microsoft Office (Outlook, Word, Excel, PowerPoint, Zoom and Teams).
  - Oversee the checking in of students and delegates with the use of the College room booking system and to complete the required records and log entries relating to the running of the Lodge.
  - To monitor the Deputy Lodge Manager's and main Lodge email account, responding to emails in a timely manner.
  - Ensure that noise disruption is kept to a minimum and that procedures for managing noise or behaviour issues are complied with to minimise the impact on residents of the College.

### **Official Events**

- To ensure the College's signage is always correct and that there are sufficient stands available for planned events.
- To ensure Staff put up and take flags down as required, following instructions from the Principal's Office or Domestic Bursar and always in accordance with the College Flags policy.
- When required to do so, assist the Lodge Manager in the planning and execution of any official events.

### **Any other duties**

- In the absence of the Lodge Manager, attend the Principal's weekly meeting (held between 0<sup>th</sup> and 9<sup>th</sup> week each term).
- To ensure bicycles brought onto College premises are registered, users are issued with the relevant labelling and that old or abandoned bikes are dealt with appropriately.
- In the absence of the Lodge Manager, attend Catering & Conference meetings when requested by the Conference and Catering Manager.
- To carry out any other duties as reasonably required to do so at the instruction of the 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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<b>Experience</b>		
Previous experience of managing staff in a customer focused role in a supervisory capacity in either a college, hotel, or similar environment.	√	
Previous experience of working in a college Lodge or Higher Education environment.		√
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal, written and communication skills, with the ability to deal appropriately with all relevant stakeholders including students, Fellows, and colleagues.	√	
Sound administration and IT skills and the ability to multitask and prioritise effectively.	√	
The ability to deal appropriately with confidential information.	√	
The ability to work calmly and efficiently during periods of intense activity.	√	
Knowledge and understanding of Health and Safety Legislation.	√	
Be flexible and have a willingness to adapt to changing situations. Flexibility to work outside contractual hours when required.	√	
High levels of professionalism and a disciplined approach to work.	√	
A willingness to participate in training courses (e.g. First Aid, Fire Marshall and Customer Service) and a commitment to their own professional development.	√	
Be First Aid trained (training will be provided).		√
<b>Personal Attributes</b>		
Awareness and sensitivity to different cultures and languages.	√	
Personal resilience in terms of stamina and ability to handle occasional challenging situations calmly with diplomacy.	√	
Personally well presented and smart at all times.	√	

## 5. Terms and Conditions

Appointment:	This is a full-time, permanent post 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 six 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 3 months on either side.
Salary:	The salary reflects the University Scale at Grade 5 (currently £27,131.00 to £32,348.00 per annum). However, the College is an independent employer and does not automatically apply the University of Oxford employment terms and conditions or policies. Appointments are normally made to the bottom point of the grade.
Hours of Work:	Normal hours of work will be 40 hours per week usually between the hours of 09:00 and 17:30 including a 30-minute unpaid break. The ability and willingness to adopt a flexible approach to working hours and duties will be required as some weekend working (approximately six per year normally at the start and end of term) and some evening shifts will be necessary. The Deputy Lodge Manager with the Lodge Manager must be prepared to be called in when off duty in the event of an emergency.
Annual Leave:	<p>Annual leave entitlement is 28 days, comprising 8 public holidays and 20 working days plus additional leave following 5 years of service. The post-holder's leave will be calculated on a pro-rata basis for the first year of employment. In addition, the College has 7-10 closed days per year, which do not count towards annual leave.</p> <p>Where public holidays fall in term time, the Deputy Lodge Manager 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 Lodge Manager.</p>
Meals:	Lunch 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.



## 6. 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.

Applications should be sent by email to [recruitment@seh.ox.ac.uk](mailto:recruitment@seh.ox.ac.uk) by **09:00 on Monday, 17 April 2023**. Postal Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held on Wednesday, 26 April 2023 in Oxford.

The successful candidate will be expected to take up the post as soon as possible thereafter.

Enquiries about the post should be directed to [recruitment@seh.ox.ac.uk](mailto:recruitment@seh.ox.ac.uk) in the first instance.

### **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. **Applications are particularly welcome from women and minority ethnic candidates who are under-represented in these posts.**

### **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](mailto: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.*