



University of Oxford

St Edmund Hall

Job Description and Further Particulars Casual Reception Staff

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.

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

2. Hotel and Conferencing Facilities and the Role

Less than 10 minutes' walk to central Oxford, the Tamesis Guest House and William R Miller Building offer easy access by road to historic Blenheim Palace, Stratford upon Avon, Woodstock and the beautiful Cotswold's. Oxford Train station is a 20-minute walk away and buses stop outside both properties including the Oxford Tube, which goes directly to London. The River Thames, University Parks, Ashmolean, Natural History Museum and the Botanic Gardens are all within walking distance.

The Tamesis Guest House can accommodate guests in single, double, or family rooms and the modern William R Miller Building offers all en-suite rooms built around a central courtyard.

Bookings for both properties are taken on a room only basis although continental breakfast can be served in the common room for larger groups by prior arrangement.

The successful candidate will be required to undertake a variety of tasks and jobs, and it is therefore important that you are able to be as flexible as possible. This is a guest-facing role, the primary component of which is to provide daily shift cover for the reception area at the

Tamesis Guesthouse. Some ad-hoc administration and security duties will also be required. As one of our team members you will be expected to help ensure our guests enjoy a fantastic and memorable experience when staying with us.

Casual Reception Staff report to the Lodge Manager. On a day-to-day basis at the Tamesis Guesthouse, the Warden is the supervisory point of contact.

3. Main Duties and Responsibilities:

The Receptionist role will include, but is not limited to, the following tasks and responsibilities:

- To be the first point of contact and provide a warm welcome to all guests either in person or on the telephone and direct guests accordingly. Answer queries referring them to the appropriate person if required.
- To check in guests using the College Room Booking system.
- To issue Guest Access Cards and relay appropriate information to staff and ensuring key movements are logged.
- To maintain security by following procedures, ensuring external doors are secure and monitor CCTV systems taking appropriate action if required. Log visitors/contractors working temporarily on site.
- To monitor fire alarms within the site, liaising with the Fire Service when required adhering to all fire safety test procedures and to assist in the evacuation process in the event of an emergency.
- Manage the Reception including front of house duties to ensure an excellent customer service experience.
- To take reservations/cancellations either in person, over the telephone or electronically and ensure these are processed efficiently via the online booking system.
- To take occasional guest payments.
- Checking out guests on departure day and recording on the booking system.
- To answer incoming telephone calls and reply to email enquiries.
- To undertake general office duties including maintaining accurate records and ensure smooth running of reception area.
- To build a good rapport with all guests and resolve any complaints/issues in a courteous manner where possible or directing to the Warden or Lodge Manager if required.
- To keep the reception area clean and tidy at all times.
- To report any maintenance, breakage or cleanliness problems to the Warden or Housekeeping Manager.
- To undertake all training as required.
- To undertake any other reasonable duties that may be requested by the Lodge Manager or Warden.

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. Shifts may also be offered on a flexible, ad-hoc basis at one of the College's two Lodges at Queen's Lane and Norham Gardens, according to staffing requirements This job description may be reviewed periodically in conjunction with the post-holder and the requirements of the College.

Further Information

It is essential that uniforms are worn and that a smart appearance is maintained at all times whilst on duty.

4. Selection Criteria/Person Specification

REQUIREMENTS	Essential and desirable criteria	
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Experience		
Previous experience of working in a customer focused role and/or hospitality environment		√
Skills, knowledge and abilities		
Good communication skills with proficiency in spoken and written English.	√	
Ability to complete instructions.	√	
Good administrative skills and the ability to use email and the booking system.	√	
Be motivated and able to use initiative and work without direct supervision.	√	
To be calm under pressure during busy periods.	√	
Be flexible and have a willingness to adapt to changing situations.	√	
High levels of punctuality, reliability, and professionalism.	√	
Capable of working using own initiative and as part of the wider team.	√	
Personal Skills		
Very friendly, helpful and approachable.	√	
Clean and tidy appearance.	√	

5. Terms and Conditions

Appointment: This is a casual engagement, and you will only be paid for the hours you work. The appointment will be conditional on receipt of evidence of right to work in the UK documentation.

Salary: £13.45 per hour plus statutory holiday pay.

Dates: The reception will be staffed seven days per week from 4 July 2026 to 27 September 2026. Working hours will be allocated on a rota basis. Successful candidates will be required to attend a training session prior to commencement, the date of which will be confirmed.

Hours of Work: Normal hours of work will be:

- *Monday to Friday – 12:00 to 20:00*
- *Saturday and Sunday – 09:00 to 20:00*

The ability and willingness to adopt a flexible approach to working hours and duties will be required. However, these hours will be covered on a rota basis across a team of casual staff, and no individual worker will be expected to work across all seven days of the week. Individual working days and shifts will be agreed in advance and allocated according to operational requirements.

6. Application Process

Interested applicants should forward the following documents:

1. An Application Form (found on our website) demonstrating how you meet the criteria for the role.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk by **GMT 09:00 on Friday, 12 June 2026**. Postal Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held in Oxford just after the closing date.

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.*