



University of Oxford
**St Edmund
Hall**

**Job Description and Further Particulars
Lodge Receptionist/Porter (Full-time - Nights)**

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. 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 and part time staff who cover 24 hours a day, seven days a week (two porters on duty during the day and early evening up until 22:30 and one from 22:30 until 06:30) throughout the year. Our Lodge staff 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. 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:

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

Security & Safety

- Understand and follow the College's emergency procedures and be prepared to act in the event of an emergency and liaise with the appropriate emergency services.
- Together with the Lodge Manager and Deputy Lodge Manager, ensure that the security of the College is maintained at all times to provide a safe and secure environment.
- 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 or to the Lodge Manager.
- Respond to fire, intruder and critical alarms. Liaise with Oxford University Security Services when appropriate and attend site if necessary.
- Undertake regular security patrols/checks, ensuring windows and gates are closed and challenge trespassers. Deal with any security or behavioural issues politely and confidently.
- Ensure that by the end of an evening shift the Kitchen, Bar and external gates are all locked, secure and safe. Inform the Lodge Manager/Deputy Lodge Manager of any issues or engage an emergency contractor if College security is compromised.
- To monitor the closed circuit TV system and take appropriate action if necessary.
- To issue and record receipt of room keys and fobs and relay appropriate information to staff, students and conference and B&B guests, ensuring that key movements are logged and keys are kept under safe custody.
- Ensure any lone working policy and procedures are strictly adhered to.

Administration

- Act as first point of contact for the College and provide an excellent and professional reception and general information service for College and University members, visitors and members of the general public.
- 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, areas outside the Lodge, and notice boards are clean and tidy at all times.
- 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.
- Receive and sort incoming mail and book parcels in/out ensuring all records are up to date.
- Receive, record and safely and securely store lost property.
- Share responsibility for general Lodge administration such as renaming pigeon holes.
- 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 deal with complaints confidently and pass these on to the relevant department. Send detailed incident reports to the Lodge Manager/Deputy Lodge Manager as required.
- Signing in contractors and alerting 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.
- To put up and take flags down as required, following the College Flags policy.
- To book the Fellows' Car Parking space as required and monitor the parking spaces in Queen's Lane ensuring the chains are secured when not in use.
- To book taxis on account and record the details when required.
To log any maintenance issues outside of office hours and contact the on-call maintenance team member as appropriate.
- To have good IT skills, particularly in the use of Microsoft Office especially Outlook, Word, Excel, Powerpoint and Teams.
- Check in 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 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.

Any other duties

- Occasionally assist with audio/visual and associated equipment within the Queen's lane site.
- 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 ideally in either a college or hotel environment.	√	
Skills, knowledge and abilities		
Confident written and communication skills, with the ability to deal appropriately with all relevant stakeholders including students, Fellows and colleagues.	√	
Excellent 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.	√	
Be flexible and have a willingness to adapt to changing situations. Flexibility to work overtime when required.	√	
High levels of punctuality, reliability, and professionalism.	√	
To be able to identify maintenance issues and make an initial assessment referring these to the Estates 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) and a commitment to their own professional development.	√	
Be First Aid trained (training will be provided).		√
Previous experience of working in a College Lodge.		√
Knowledge of emergency and lone working procedures.		√

5. Terms and Conditions

Appointment:	This is a full-time, permanent post working nights. 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 1 month on either side.
Salary:	The salary reflects the St Edmund Hall Scale at Grade 4.5 (currently £29,179 per annum plus an additional £1,000 per annum night supplement). Total salary: £30,179 per annum. Incremental progression takes place on 1 August for support staff provided they have been in post for three months prior to the incremental date and thereafter until they reach the maximum point. In addition, the pay scales are uplifted annually in line with cost of living allowances.
Hours of Work:	The Lodge operates on a 24 hour, seven days a week basis. The normal working hours are based upon working 2,086 gross hours per year based on an average of 40 hours per week (18:30 to 06:30, Monday to Sunday on a four on four off basis according to the rota). The ability and willingness to adopt a flexible approach to working hours and duties will be required. The ability and willingness to adopt a flexible approach to working hours and duties will be required. Porters do not rotate and either work days, evenings or nights although there may be occasions where shift changes may be necessary for which adequate notice will be given.
Annual Leave:	<p>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. However, as the Lodge remains open during this closure, time off in lieu for the relevant amount of closure days will be provided at the discretion of the Lodge Manager.</p> <p>Where public holidays fall in term time, the postholder 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:	A meal 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.

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. An Application Form (found on our website);
2. 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 **GMT 09:00 on Friday, 14 March 2025**. Postal Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

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

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

Visits to the College are welcome prior to application by contacting Martin Guildea (Lodge Manager) at martin.gildea@seh.ox.ac.uk or emailing 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. **Applications are particularly welcome from women and minority ethnic candidates who are under-represented in Lodge Porter 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.

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.*