



University of Oxford

St Edmund Hall

Job Description and Further Particulars Weekend Lodge Receptionist/Porter (16 Hours Per Week)

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 and part time 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:

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, 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 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.

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.
- Frank outgoing mail and ensure personal postage costs have been recorded correctly for the Finance Department.
- Share responsibility for general Lodge administration such as renaming pigeon holes and dealing with COVID responses to students.
- 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, 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.
- Attend Catering & Conference meetings when requested by the Lodge Manager.
- Carry out other duties or assist other Departments as directed by the Lodge Manager.
- To carry out any other duties as reasonably required to do so at the instruction of the 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 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 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) 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 procedures.		√

5. Terms and Conditions

Appointment:	This is a part-time, permanent post working weekends (Saturday and Sunday) 16 hours 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 1 month on either side.
Salary:	The salary reflects the University Scale at Grade 4.5 (currently £27,979 pro rata per annum). The actual salary is £11,191.60 per annum. Automatic progression takes place on August 1 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 16 hours per week working on Saturdays and Sundays, 8 hours per day with a 30-minute lunch break, which is unpaid. A typical shift pattern would either be 06:30 to 15:00 or 14:00 to 22:30. 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 11.5 days inclusive of public holidays plus additional leave following 5 years of service. The post-holder's leave will be calculated on a pro-rata basis during the first year. In addition, the College has 7-10 closed days per year, which do not count towards annual leave. However, as the Lodge remains open during these closure times, 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 Lodge Porter 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.
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. 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, 20 September 2024**. 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 week-commencing Monday, 30 September 2024.

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

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. 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 the HR Department at 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 Receptionist/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.*