



*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 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, 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](http://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 Cotswolds. 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 shift cover for the Reception areas of both properties

on days or nights as required. 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.

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

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

- To 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 room keys and fobs 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 system taking appropriate action if required. Log visitors/contractors working temporarily on site.
- To monitor fire alarms within the site, liaising with the Fire Service if and 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 in the Warden's absence 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.
- 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 if required.
- To assist in keeping the reception area clean and tidy at all times.
- To report any maintenance, breakage or cleanliness problems to the Warden or Housekeeper.
- To undertake all training as required.
- To undertake any other reasonable duties that may be requested by the 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. 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 uniform is worn and that a smart appearance is maintained all all times whilst on duty.

#### 4. Selection Criteria/Person Specification

REQUIREMENTS	Essential and desirable criteria	
	E	D
<b>Experience</b>		
Previous experience of working in a customer focused role and/or hospitality environment		√
<b>Skills, knowledge and abilities</b>		
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.	√	
To be calm 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.	√	
<b>Personal Skills</b>		
Very friendly, helpful and approachable.	√	
Clean and tidy appearance.	√	

## 5. Terms and Conditions

Appointment:	This is casual employment, 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:	£10.90 per hour plus holiday entitlement.
Hours of Work:	Normal hours of work will be 30 to 35 per week covering 07:00 to 21:00 (days) or 21:00 to 07:00 (nights). Rotas operate on 3 shifts on, 3 shifts off basis (Monday to Sunday). Breaks are unpaid. The ability and willingness to adopt a flexible approach to working hours and duties will be required.

## 6. Application Process

Interested candidates are asked to complete an application form and forward to [recruitment@seh.ox.ac.uk](mailto:recruitment@seh.ox.ac.uk). Informal enquiries should be directed to the Warden, Mr Simon Hogarth on 01865 613000 or email [simon.hogarth@seh.ox.ac.uk](mailto:simon.hogarth@seh.ox.ac.uk).

**There is no closing date and applications will be assessed on an ongoing basis. You are therefore encouraged to apply as soon as possible.**

### 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](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.*