



St Hugh's is a constituent College of the University of Oxford and was founded in 1886 by Elizabeth Wordsworth, the great niece of the poet. Using money left to her by her father, a bishop of Lincoln, she named it after one of his twelfth century predecessors, Hugh of Avalon, who was canonised in 1220, and in whose diocese Oxford had been. Elizabeth Wordsworth was a champion of the cause of women's education, and her foundation was intended to enable poorer women to gain an Oxford education. The first male Fellow was elected in 1978, and the first male undergraduates were admitted in 1986.

The College has some 420 undergraduates and around 400 graduates, a Fellowship of 55, 30 college lecturers, and a non-academic staff of 90. From its beautiful site in North Oxford, the College promotes a thriving culture of research and intellectual engagement.

The Lodge provides a reception and security service for the College at all times throughout the year. This involves providing information, support to academics, students, staff and visitors and Lodge staff act as the first point of call for emergencies such as fire alarms, threats and medical emergencies and incidents.

Job Description

Job Title: Porter – Part time

Section: College Lodge

Overall Objectives:

To contribute to the efficient and effective running of the College Lodge, to provide the highest levels of service to customers (fellows, students and conference guests) and to promote a professional and positive image of the College to everyone who has contact with the Lodge.

Reports to: Head Porter

Direct Reports: None

Key Responsibilities:

1. Security

- Safe custody, issue and receipt of College keys.
- Monitor fire alarm display panels and to ensure a quick response to any fire alarm.
- Summoning and assisting the emergency services when necessary.
- Alerting the Duty Dean's and Dean about any incident justifying Decanal involvement.
- Monitoring of CCTV and responding to incidents as appropriate.

2. Reception Duties

- Receiving personal callers at the Lodge and answering the telephone.
- Responding positively to Conference delegates' enquiries and concerns throughout their stay, from arrival and registration, through to departure.
- Signing in all contractors and issuing temporary parking permits

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3. Maintenance Duties

- Logging of maintenance issues and encouraging students to record any problems or issues relating to residential accommodation.
- Out of hours monitoring and tending to minor maintenance issues

4. Mail Duties

- Franking college mail prior to collection by the Post Office.
- The receipt, sorting, logging and distribution of all mail and parcels into college
- Sorting unclaimed mail and forwarding as appropriate.

5. Other

- Booking and recording Taxi's
- Daily car park patrols
- Process requests for college merchandise, including taking payment
- To carry out other reasonable tasks requested by the Head Porter and Estates Manager.
- To undergo First Aid at Work and any other training relevant to the job.

Person Specification

Essential

- Effective verbal communication and written skills in order to be able to deal with people at all levels in a courteous, polite and friendly manner, whilst at times needing to demonstrate a degree of personal authority or sensitivity
- Previous experience in a customer service environment
- Must have the ability to work without direct supervision on own initiative to solve day to day challenges or to act appropriately in the case of emergencies
- Able to remain polite and calm under pressure, with the ability to prioritise workload efficiently
- Basic knowledge of Computer skills including: Word, Excel and Outlook and the ability to access database information.
- Ability to work collaborative as part of a team, in a flexible, supportive and adaptable way
- In order to respond quickly to potential incidents around the College site, a good level of fitness is required.

Desirable

Previous experience of working in a College Lodge
Knowledge of emergency procedures and First Aid

This post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.

Rewards and Benefits

- Salary £9 per hour plus holiday pay normally 5 days in 7 days, including evenings, weekends and bank holidays. Times of work will vary in accordance with the weekly duty roster which is notified weekly in advance.
- Free lunch when on duty at all times of the year when College meals are available.
- Parking is available, and the College also provides a travel card scheme and has designated areas for bicycles.

Application Process

Those wishing to apply for this post should complete the on-line application on the College website (www.st-hughs.ox.ac.uk/discover/work-for-us) or application forms can be obtained from HR on (01865) 274914.

St Hugh's is a self-governing College of Oxford University and is an Equal Opportunities Employer.