



## Casual Lodge Porter / Receptionist

### Job Description

1. **Job title:** Casual Lodge Porter / Receptionist
2. **Hours:** Ad hoc / occasional work on a casual basis, shift patterns at the lodge are 7.30am-3.30pm / 3pm-11pm & 10.30pm – 08.00am Monday – Sunday
3. **Salary:** £12.78 per hour + Oxford Weighting
4. **Reports to:** Head Porter
5. **Direct reports:** None
6. **Key relationships:** College Staff, Students, Alumni, Commercial clients and Contractors.
7. **Job summary:** The Lodge is staffed seven days a week, twenty-four hours a day, by a team of nine (full time and part time) Lodge staff providing reception and security services for the College. The Lodge shift rota comprises shifts from 7.30am to 3.30pm, an evening shift from 3pm to 11pm as well as a night shift 10.30pm – 8am. You will be asked to contribute to the efficient and effective running of the College Lodge, to provide the highest levels of service to customers (fellows, students, alumni, staff and conference guests) and to promote a professional and positive image of the College to everyone who has contact with the Lodge. To assist in the day to day running of the College Lodge and maintain security of the College including security patrols.

### 8. Main responsibilities:

#### General

- Provide a professional, helpful, efficient and consistently high standard of reception service to College members and visitors at all times;
- Answer the telephone, radio and email systems promptly and in a professional manner;
- Be proactive in listening to the concerns and needs of college members and providing appropriate security advice (training will be given);
- Assist in the management of the taxi booking system;
- Assist in the coordination of arrivals and departures for room bookings using the Kinetics booking system; liaising with the Conference Office on any room changes and problems in a timely manner;
- Liaising with other lodge staff especially when changing shift to ensure comprehensive exchange of information.

#### Security

- To be responsible for the security of the College when on duty, remaining vigilant at all times, ensuring that anyone who is not recognised by the porter is politely challenged as to why they are within the College. Porters are to conduct security patrols to ensure the College is secure as required by the Head Porter.
- Follow correct procedures for the issuing and receipt of keys/fobs Monitor fire alarm display panels and to ensure a quick response to any fire alarm. Report and action promptly any fault in the system.
- Liaison with the Police, Fire Service, Ambulance Service, University Security Services and other relevant authorities regarding specific incidents and general security matters as necessary.
- To ensure the proper closure and safety procedures are carried out at the end of each day.

- To be fully conversant with the Emergency procedures and the Evacuation Plan and how to implement them when required.
- Alerting the Duty Dean's and Dean about any incident justifying Decanal involvement. If in doubt the Dean or Duty Dean must be contacted for advice.
- Monitoring of CCTV and responding to incidents as appropriate.

#### **Reception Duties**

- To receive any visitor who comes to the College in an efficient and courteous manner, including for example conference delegates, candidates for interview and prospective students.
- 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.

#### **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.

#### **Support to the Decanal Team**

- Be sympathetic to the support and welfare needs of the student body; providing a friendly, approachable and safe environment for students to get information or signposting to the appropriate support resources.
- Liaison with the student welfare team and follow correct procedures with the support of the Decanal Team and senior college officers as appropriate.
- Ensure that any information concerning staff or student welfare is relayed to the relevant senior manager promptly, accurately and confidentially.

#### **Mail Duties**

- Provide an efficient service for the receipt and delivery of all incoming and outgoing college mail, parcels, goods deliveries.
- Distribution of post; follow the correct procedures for dealing with recorded and registered mail and any other valuable parcels.
- Assist with re-directing of post to those who have left the college.
- To carry out other reasonable tasks requested by the Head Porter.
- To undergo First Aid at Work and any other training relevant to the job.

### **9. Selection Criteria**

#### **Essential**

- Previous experience of working in a college, hotel reception or similar customer service environment.
- Effective written and verbal communication skills
- Able to work without direct supervision on own initiative to solve day to day problems or to react appropriately in the case of emergencies.
- Sound judgement and decision-making skills to assess problems and identify best course of action
- Knowledge of emergency procedures and First Aid. Awareness of basic maintenance to assess health and safety aspects of premises. Training will be provided.
- Excellent customer service and communications skills with the ability to deal with people at all levels
- A high level of motivation and an ability to respond capably and confidently in challenging situations so excellent organisational skills are essential
- IT skills- including ability to access database for information: Word, Excel and Outlook
- Work with tact and diplomacy and be adaptable
- The ability to work as part of a team and demonstrate a positive and flexible approach to work

**Other:**

- To carry out checks across the College site and be able to get to any potential incidents quickly.

**How to Apply:**

To apply for this role please go to [Vacancies - St Hugh's College \(ox.ac.uk\)](#) you will need to download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email to [recruitment@st-hughs.ox.ac.uk](mailto:recruitment@st-hughs.ox.ac.uk).