



## Night Porter Fixed Term Contract – 6 months

1. **Job title:** College Night Porter /Night Receptionist
2. **Hours:** 33.25 (average) hours per week working 10:30pm – 8am 4 nights on 3 nights off rotation
3. **Salary:** Grade 3 £24,551.80 - £27,214.46, inclusive of the Oxford University Weighting £1,500 per annum (Pro-Rata).
4. **Reports to:** Head Porter
5. **Direct reports:** None
6. **Key relationships:** College Staff, Students, Alumni, Commercial clients and Contractors.
7. **Job summary:** The Night Porter contributes to the efficient and effective running of the College Lodge, providing the highest levels of service to customers (fellows, students, alumni, staff and conference guests) and promoting a professional and positive image of the College to everyone who has contact with the Lodge. They assist in the day to day running of the 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 students, 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 and Accommodation 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 only authorised College members enter the site.
- Undertake regular security patrols at night.
- 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.
- 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 be fully conversant with the Emergency procedures and the Evacuation Plan and how to implement them when required.

- Alert the Decanal Team and the relevant Managers, following the correct Incident Report and coordinate Decanal involvement where appropriate. If in doubt the Dean or Duty Dean must be contacted for advice.
- Monitoring of CCTV and responding to incidents as appropriate.
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#### **Reception Duties**

- To receive any visitor who comes to the College in an efficient and courteous manner.
- 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.
- Awareness of basic maintenance to assess health and safety aspects of premises. Training will be provided.
- Reset trip switches if required.

#### **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.
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- Excellent customer service and communications skills with the ability to deal with people at all levels
- Excellent organisational skills
- A high level of motivation and an ability to respond capably and confidently in challenging situations with tact and diplomacy.
- IT skills- including ability to access database for information: Word, Excel and Outlook
- 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.

**Benefits:**

- Pension: employment with the College provides enrolment into the Oxford Staff Pension Scheme (OSPS).
- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff (8 days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open and tea and coffee.
- Health & Wellbeing:
  - Employee Assistance Programme – a free confidential telephone helpline with access to face-to-face counselling.
  - Free annual flu jab.
  - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed.
- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.

**How to Apply:**

To apply for this role please download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email. References will be taken up for the successful candidate.

**Closing date:** Noon on 28<sup>th</sup> February 2025

**Interviews:** It is anticipated that interviews will be held in person at St Hugh's as Week commencing 10th March