

Job Description

- 1. Job title:** Lodge Manager
- 2. Hours:** 37.5 hours per week
- 3. Salary:** University Grade 7, £39,741-£48,204 per annum inclusive of Oxford University Weighting
- 4. Reports to:** Domestic Bursar
- 5. Direct reports:** Head Porter
- 6. Job summary:** The Lodge Manager is responsible for leading and managing the operation of the Lodge
- 7. Key relationships:** Fellows, students, staff, and alumni
- 8. Background**

St Hugh's is one of the constituent colleges of the University of Oxford and is an independent, self-governing institution that is also a registered charity. Founded in 1886 to provide an excellent education to women who were otherwise excluded from the University, St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community, and is committed to becoming the best employer in the collegiate University. One of the largest colleges in Oxford, there are around 1,000 students, more than 60 Fellows, over 50 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all of the College's support and administrative operations.

The College is run by the Governing Body, consisting of the Principal, 48 academic Fellows, and the senior officers of the College such as the Senior Tutor and the Bursar. The members of Governing Body are the Trustees of the charity and have ultimate responsibility for the governance and operations of the College, although much of this is delegated on a day-to-day basis to a number of key committees and officers.

The Lodge is managed by the Lodge Manager who provides leadership to a team of full and part time staff to cover the operation 24 hours a day, seven days a week throughout the year. The Lodge is responsible for security of the College site, and the safety of all students, members of staff and visitors alike while maintaining the highest level of hospitality.

9. Main Responsibilities

- To oversee the efficient running of the Lodge by line managing the Head Porter and leading a team of Porters and ensuring maximum efficiency, excellent communication and good morale.
- To motivate and lead the Lodge Team to ensure that staff work cohesively and provide the very best service to all stakeholders by offering a welcoming and highly professional service at all times.

- To identify projects to improve processes and procedures within the Lodge, to support the continuous improvement of services to all stakeholders.
- Conduct thorough risk assessments to identify potential security/ access threats.
- To ensure clear and timely communication within the Lodge and with other departments on internal and external issues and processes.
- To contribute to the development, review and implementation of the College's security strategy.
- Manage the security of the College site, dealing with breaches of security and ensuring the College liaises with Thames Valley police and University Security Services, where necessary.
- To develop and manage the Lodge budget and have responsibility for its expenditure.
- To investigate instances of breaches of College Rules and/or the Law, including collating information from CCTV, access control etc and acting as a point of contact for the Police in cases where they become involved and passing information to the Dean in disciplinary cases.
- To supervise termly Fire Drills and report to the Domestic Bursar and Head of Estates, and be fully conversant with and able to deal with fire, emergency and security procedures.
- Confidently handle any complex complaints or queries from staff, students or visitors and ensure that suitable solutions are reached to satisfaction of all stakeholders, identifying and implementing improvements where necessary.
- To be responsible for legal compliance in relation to Lodge matters, including Health and Safety legislation and working with the Head Porter to regularly review/create appropriate risk assessments.
- To generate and sustain an inclusive and positive culture in the Lodge, encouraging students, staff and visitors to feel that they can turn to the Porters for help in any situation.
- To work closely with the Dean and Junior Deans to ensure the good management of the student body as a whole and to maintain good order and behaviour in the College.
- In conjunction with the Head Porter, be an active member of the University-wide Head Porters' Committee.

10. Selection criteria

Essential

- Proven experience in front office/ Lodge management in all areas including performance, welfare, customer service, administration within a university college, hotel or similar environment
- Good knowledge and understanding of: Health and Safety Legislation, First Aid, Fire and Security responsibilities, Customer Service standards and Welfare related services
- A relevant management qualification (e.g., ILM Level 3 or equivalent) or equivalent experience

- Proven staff management experience and the ability to motivate others to deliver high performance
- Good knowledge in developing and implementing policies and procedures to maintain security standards
- Experience of budget management
- Excellent interpersonal and communications skills with the ability to build and maintain relationships with internal and external stakeholders at all levels
- A calm clear-headed ability to work under pressure and make accurate decisions quickly
- Ability to organise work time efficiently and handle competing priorities to deliver results to a required high standard and to deadlines
- Strong IT skills with working knowledge of MS office including Word and Excel
- Flexibility with working hours for occasional operational delivery requirements

Desirable

- Experience of liaising with multiple departments
- Health and Safety qualification – IOSH or equivalent desirable
- Experience of working in a College/ Higher Education institution or student facing roles

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by changing needs and the overall business objectives of the College.

Benefits

- Pension: employment with the College provides enrolment into the Universities Superannuation Scheme (USS).
- 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 to recruitment@st-hughs.ox.ac.uk. References will be taken up for the successful candidate.

Closing date: Monday 07 July 2025 (09:00)

Interviews: It is anticipated that interviews will be held in person at St Hugh's week commencing 14 July 2025