

Night Shift Manager

Job Description

1. **Job title:** Night Shift Manager
2. **Hours:** This is a full-time position working an average of 42 hours per week on a 4 Nights on 4 nights off shift pattern over a six-week cycle. The role involves 12-hour shifts, typically from 19:00 to 07:00, including weekends and Bank Holidays, as part of a rota system. Flexibility is required to meet the operational needs of the College.
3. **Salary:** Grade 5 £36,953.28 - £46,628.40 – Inclusive of Oxford University Weighting (Pro-Rata). Additional unsociable hours payment between the hours of 11:00pm – 6:00am.
4. **Reports to:** Lodge Manager
5. **Direct reports:** Night porters
6. **Job summary:** St Hugh's College is seeking a dependable, vigilant, and professional Night Shift Supervisor to lead and oversee Lodge operations during overnight hours. The postholder holds primary responsibility for the safety, security, and smooth running of the College throughout the night. Acting as the senior Lodge representative on duty, the Night Shift Supervisor will ensure that College policies and procedures are upheld, incidents are managed effectively, and a safe, secure, and orderly environment is maintained for students, staff, Fellows, and visitors. In addition to operational oversight, the role includes supervising, guiding, and supporting Night Porters, ensuring consistent standards of service, security, and professionalism are maintained at all times. This position requires sound judgement, leadership capability, strong communication skills, and the ability to remain calm and decisive in emergency situations.
7. **Key relationships:** Fellows, staff, students and Guests
8. **Background**

St Hugh's College is one of the constituent colleges of the University of Oxford and an independent, self-governing institution as well as a registered charity. Founded in 1886 to provide outstanding educational opportunities for women who were then excluded from the University, St Hugh's has a proud tradition of widening access and academic excellence.

Today, the College is renowned for its friendly, inclusive, and forward-thinking community, and is committed to becoming an outstanding employer within the collegiate University. As one of the largest colleges in Oxford, St Hugh's is home to around 1,000 students and a vibrant academic



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community, including more than 60 Fellows and over 50 lecturers across a broad range of disciplines. These are supported by approximately 120 non-academic staff who play a vital role in delivering the College's academic, administrative, and operational services.

The College is governed by its Governing Body, comprising the Principal, academic Fellows, and senior officers such as the Senior Tutor and the Bursar. Members of the Governing Body serve as Trustees of the charity and hold ultimate responsibility for the College's governance and strategic direction, with day-to-day management delegated to key officers and committees.

9. Main Responsibilities:

Leadership and Operational Management

- Line Manage the Night Porters including day to day oversight of tasks, performance management, annual appraisals, and identifying training needs.
- Act as an experienced Lodge Receptionist and role model to the team.
- Deputise for the Lodge Manager in their absence, ensuring appropriate cover is supported at all times and according to operational needs, attending meetings, and overseeing day-to-day Lodge operations.
- Support the Lodge Manager in HR matters to comply with HR policies and employment legislation and staff matters including training identification, and workforce planning.
- Supervise casual workers on duty and provide guidance and training where required.
- Support the Lodge Manager in maintaining a continuous safe and secure environment.
- Provide ideas for solutions to situations that may arise

Front of House / Customer Service

- Provide a warm, professional, and welcoming first impression of the College.
- Manage the main switchboard, handling enquiries efficiently and courteously.
- Take and relay accurate messages where required.
- Monitor and respond promptly to Lodge email communications.
- Act as a central information point for the College and ensure accurate shift handovers.
- Manage complaints calmly and professionally in accordance with college procedures.
- Maintain IT proficiency, particularly in MS Word, Outlook, and Excel.

Security and Safety

- Maintain up to date First Aid and Fire Marshal training (or willingness to undertake training).
- Be the first responder to all incidents and coordinate with emergency or University Services where required.
- Respond to fire, intruder, and water alarms in accordance with procedures.



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- Conduct regular security patrols and address behavioural or security issues appropriately.
- Maintain thorough knowledge of college security systems and emergency procedures.
- Monitor and log CCTV in line with college policies and GDPR requirements.
- Issue and record keys and access fobs accurately and in compliance with procedures.
- Produce full written incident /Accidents and near miss reports in accordance with college policy.
- Assist in enforcing College Rules alongside the Dean, Head of ops, and Junior Deans.
- Stay UpToDate with Salto training

Logistics and Facilities Support

- Oversee receipt, storage, and distribution of post and parcels efficiently and securely.
- Coordinate on-site parking for contractors, guests, and Fellows.
- Manage bicycle registration processes.
- Ensure the Lodge area remains clean, organised, and professional at all times.
- Support the Works team with initial out-of-hours maintenance assessments

Student Support and Welfare Awareness

- Provide a friendly, approachable, and safe environment for students.
- Act as a first point of contact and signpost students to appropriate welfare and support services
- Support the Dean team in maintaining good order among students and reporting incidents appropriately.

Compliance and Professional Standards

- Comply with College Data Protection and Information Security policies, including GDPR.
- Maintain strict confidentiality at all times.
- Promote a positive image of the College in line with its values.
- Undertake job-related training as required.
- Demonstrate flexibility and willingness to assist colleagues.
- Undertake any other duties appropriate to the role and level of responsibility.
- This job description outlines the main duties and responsibilities of the role. It is not exhaustive and may be reviewed in consultation with the postholder to reflect operational need



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10. Selection criteria

Essential

- Previous experience in a front-of-house, reception, or customer-facing role.
- Ability to deliver excellent customer service.
- Experience handling challenging situations involving visitors, staff, or guests.
- Ability to build effective working relationships across a collegiate community.
- Disciplined and professional approach with sound judgement.
- Demonstrable staff supervision and motivation experience.
- Ability to work independently and as part of a team.
- Excellent verbal and written communication skills.
- Experience planning service delivery and developing procedures.
- Administrative experience including MS Office proficiency and digital systems use.
- Strong organisational and prioritisation skills.
- Ability to remain calm in a busy environment.
- Understanding of GDPR and data protection principles.
- Qualified First Aider and Fire Marshal (or willingness to train).
- Strong problem-solving skills within scope of authority.
- Commitment to ongoing professional development.
- Flexible attitude towards scheduling and duties.
- Advanced C&G or HNC or NVQ4 or equivalent

Desirable

- Experience working in an educational or collegiate environment.
- Experience working night or rotating shift patterns.
- First Aid or Fire Marshal certification.
- Experience using CCTV systems.
- Experience using Salto access control systems.

Benefits & other information

- Pension: Employment with the College includes membership of the Oxford Staff Pension Scheme (OSPS), providing valuable long-term retirement benefits.
- Annual Leave: Generous annual leave entitlement of 40 days per year, plus 8 public holidays (pro rata for part-time staff). This includes 10 days reserved for the Christmas closure period, when the College is closed.
- Meals: Free meals are provided while on duty when the kitchens are open, along with complimentary tea and coffee.



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- Health & Wellbeing

Access to an Employee Assistance Programme, including a free and confidential telephone helpline and face-to-face counselling

A free annual flu vaccination

Free eye tests for all staff, with a contribution towards new glasses if your prescription has changed

- Travel Support

Travel Pass Loan Scheme, enabling discounted travel costs through monthly salary deductions

Cycle to Work Scheme/Bike Loan, supporting sustainable travel through salary-sacrifice arrangements

- University of Oxford Staff Benefits: As a member of staff, you will have access to a wide range of university benefits, including retail discounts and free visitor access to Oxford's colleges, gardens, libraries, 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: 12:00 noon Friday 14th August 2026

Interviews: It is anticipated that interviews will be held in person at St Hugh's as soon as possible after the closing date week commencing 17th August 2026



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