

Lodge Porter

Job Description

1. **Job title:** Lodge Porter (Day Shift)
2. **Hours:** Full-time position working an average of 42 hours per week on a 3 days on / 3 days off shift pattern over a six-week cycle. This is a 12-hour shift role with shifts typically 07.00-1900 including weekends and bank holidays. Flexibility is required to meet the operational needs of the College
3. **Salary:** Grade 4 £32,716.32 - £39,967.20 – Inclusive of Oxford University Weighting (Pro-Rata).
4. **Reports to:** Deputy Lodge Manager
5. **Direct reports:** N/A
6. **Job summary:** Provide a professional and welcoming first point of contact for all College members and visitors. Monitor access to college buildings and ensure all security procedures are strictly followed. Carry out portage duties, including handling essential deliveries and post where required. Maintain the cleanliness, organisation, and professional presentation of the Lodge and surrounding public areas. Ensure effective communication and detailed handover between shifts.
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 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



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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

Key Responsibilities

- Provide a professional first point of contact for all College members and visitors.
- Carry out porterage duties deliveries and post.
- Monitor access to college buildings and follow security procedures.
- Support conferences and events.
- Maintain the cleanliness and presentation of Lodge and public areas.

Reception Duties

- Handle reception enquiries professionally in person, by phone, and via email.
- Use the KX booking system to check guests and students in and out.
- Issue room keys, fobs, and access badges in line with security procedures.
- Receive and assist visitors including conference delegates and prospective students.
- Issue parking and visitor permits

Fire & Security Duties

- Monitor CCTV, fire, Salto and security alarm systems.
- Carry out regular patrols of buildings and grounds.
- Liaise with University Security Services when required.
- Act as Fire Marshal and respond to alarm activations.

Incident and accident Response

- Respond promptly to emergencies following College procedures.
- Provide first aid when required (training provided).
- Prepare clear written incident/accident and Near miss reports.
- Monitor College parking

Other Duties

- Put up and take down College flags as instructed.
- Carry out reasonable duties as requested by the Lodge Manager.
- Ensure effective handover and communication between shifts.
- Support the Maintenance team with out-of-hours assessments.

10. Selection criteria

Essential:

- Excellent oral and written English communication skills equivalent to GCSE



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- Proven customer service and public-facing experience.
- Ability to work independently and exercise sound judgement.
- Professional, reliable, vigilant, and calm under pressure.
- Good IT skills, including experience with Windows-based applications

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 either the Universities Superannuation Scheme (USS) or the Oxford Staff Pension Scheme (OSPS), providing valuable long-term retirement benefits.
- Annual Leave: Generous annual leave entitlement of 40 days per year, (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.
- 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



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- 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: [Date]

Interviews: [Date]



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