



**ST PETER'S
COLLEGE**
UNIVERSITY OF OXFORD

LODGE PORTER/RECEPTIONIST

FURTHER PARTICULARS



St Peter's College

St Peter's College is one of thirty-nine self-governing Colleges in the University of Oxford. Founded in 1929 expressly to widen access to Oxford University, it is an open, tolerant, and creative academic community, with harmonious relations between its senior and junior members, and an atmosphere in which academic staff and students from many different backgrounds and countries mix easily and comfortably. The College currently comprises a Master, Professor Judith Buchanan, and 65 Fellows and Lecturers in a wide range of subjects, approximately 350 undergraduate and 200 graduate students, 20 Visiting Students, and c85 members of administrative and domestic staff. St Peter's is a friendly and vibrant academic community and provides an informal and supportive working environment. St Peter's College is a registered charity. Further information may be found at www.spc.ox.ac.uk

The Lodge

The Lodge reception is one of the first impressions visitors get of St Peter's College; as such, the role of the Lodge Porter/Receptionist is to provide a warm, professional and friendly experience to students, prospective students, college staff, fellows and alumni, visitors and guests of St Peter's. The delivery of exemplary customer service is paramount to creating a positive impression and to the successful operation of an efficient and effective lodge reception area.

The Role

St Peter's College wishes to appoint a College Lodge Porter/Receptionist, for day and night shift work at its main site at New Inn Hall Street, Oxford. Porters provide a front-of-house service and display a very high standard of communication, appearance, and professionalism as part of an efficient team within the Lodge.

This post requires a team player, who is also comfortable working unsupervised. Applicants must be confident and well-presented, with excellent customer service, communication skills, and computer literacy. They should be able to deal effectively with enquiries (by telephone, e-mail, and in person) from academic staff (Fellows and Lecturers), students, staff, and visitors. All Lodge staff will be required to attend regular First Aid and Fire Warden training. Due to the requirements of the role Porters need to be physically fit as there is a requirement to be able to move about the College and properties off-site swiftly, particularly during an emergency. A uniform will be provided to be worn at all times whilst on duty.

As the nature of the position involves dealing with young people and vulnerable adults, St Peter's College will undertake a CRB check for any successful candidate.

Duties

The list of duties presented below is not exhaustive; it simply provides a brief indication of the typical duties of a Porter. Porters are expected to:

- To act as the first point of contact and use initiative to solve day-to-day problems within the College calmly and efficiently, utilising good oral and written communication skills, including email.
- Welcome visitors and assist all academic staff (Fellows and Lecturers), students, and staff with their enquiries.
- Give accurate information to callers at the Lodge, as well as direct visitors. Porters are expected to be courteous and helpful at all times.
- Operate the Lodge telephones, transfer calls, answer queries, and take and deliver messages.
- Check in students and delegates with the use of the College room booking system and complete the required records and log entries relating to the running of the Lodge.
- Receive mail, sort, distribute and dispatch external mail, and deliver mail to the appropriate department or individual's pigeonholes.
- Issue keys, keeping accurate records of issues and receipts.
- Keep an accurate record of incidents.
- Maintain a current record of all students, staff, and Fellows in residence.
- Be alert for incidents such as fire, flood, and theft, and take appropriate action.
- Receive, act upon, and respond to lodge e-mails.
- Monitor the security cameras, and act on anything unusual or suspicious.
- 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 regular security patrols to ensure the College is secure as required.
- Respond to calls for assistance from all parts of the College, including annexes.
- Dispatch deliveries of goods from the lodge (such as furniture, stationery, and computer equipment) to their correct destination on the day they arrive.
- Close gates and lock up the site in accordance with the prevailing timetable.
- Keep the Lodge, the Post room and areas outside the Lodge in clean and tidy condition.

- Ensure notices on notice boards are current, and remove out-of-date notices.
- Read and understand the Emergency Procedures and Guidelines for the Porters Lodge.
- To be alert for incidents such as fire, medical emergencies, or theft, and to deal with such emergencies promptly and appropriately.
- Take the lead in the event of fire alarm activations, check the area, contact emergency services, and liaise with the emergency services on arrival on site.
- In the case of medical emergencies, respond appropriately and seek assistance if required.

Person Specification:

Essential:

- Excellent interpersonal, communication and time management skills
- Ability to remain polite and calm under pressure and to be able to prioritise workload efficiently
- Able to work without direct supervision on own initiative to solve day-to-day problems or to react appropriately in the case of emergencies
- Ability to work collaboratively as part of a team, in a flexible, supportive and adaptable manner
- Sound judgment and decision-making skills to assess problems and identify the best course of action
- Effective written and verbal communication skills to be able to deal with any enquiries or difficult situations, often requiring a degree of personal authority or sensitivity
- Have basic IT skills, particularly in the use of Microsoft Office, and be able to check in students and delegates with the use of the College room booking system and to complete the required records and log entries relating to the running of the Lodge.
- Knowledge of emergency procedures and First Aid.
- Porters need to be physically fit as there is a requirement to be able to move about the College and properties off-site swiftly, particularly during an emergency

Desirable:

- Experience of shift work/night work
- Experience of working in a university or college environment
- Experience of working in a customer-facing role.

Terms and Conditions

Appointment: The appointment will be subject (i) to the provision of an original document that indicates your right to work in the UK, and (ii) the completion of an initial probationary period of six months, at any time during which either you or the College can terminate your employment with one week's notice to the other. Subject to satisfactory review and confirmation of the post the notice period will be one month on either side.

Salary: The salary for this role is £25,637 per annum, the salary is subject to periodic revision in line with the cost of living increases and approval by the College Governing Body.

Contract: The job is offered on a permanent basis. Hours of work: The hours of work for the post of Lodge Porter/Receptionist total of 40 hours per week. The ordinary shift patterns are typically days 7.00 am – 6.00 pm with a one-hour unpaid lunch break then 3 days off. The night shift is 3 nights starting times 6.00 pm – 7.00 am with a one-hour unpaid break. These shifts cover weekdays and nights including weekends and it will be necessary to work some Bank Holidays, although some flexibility is to be expected. There may at times be a requirement to work overtime which will be paid at the appropriate overtime rate.

Pensions: The post-holder will be entitled to join the Oxford Staff Pension Scheme.

A free meal is provided in College when on duty when kitchens are open.

How to Apply

Please download and complete the College Application form [here](#).

Or

A cover letter outlining the reasons for their interest, and the qualities they feel would make them particularly suitable for this position and a CV, including the contact details of two individuals willing to act as referees (these will only be requested in the case of a successful application),

Together with a Recruitment Monitoring Form, should be sent by email to the HR Manager, at the following address human.resources@spc.ox.ac.uk.

This vacancy will remain open until a suitable applicant has been found. Applications from previous applicants will be welcomed.

Data Protection

All data supplied by applicants will be used only to determine their suitability for the post and will be held, as defined in the General Data Protection Regulation (“GDPR”), the Data Protection Act 2018 and the College Policy on Data Protection as amended from time to time.

St Peter’s is an equal opportunities employer and seeks to promote inclusion and diversity. We are committed to ensuring that our Front of College Team is as diverse as possible to better support the diverse population of our College. We are particularly keen to receive applications from people of colour; people who identify as being LGBTQIA; and others who will enhance the diversity of our team.