LODGE PORTER/RECEPTIONIST

FURTHER PARTICULARS

St Peter’s College

St Peter’s College, part of Oxford University, is a thriving and ambitious college engaged in a period of constructive and significant development. We have around 570 undergraduate and postgraduate students, 65 Fellows and Lecturers actively engaged in teaching and research, and 80 administrative and domestic staff. A friendly and tight-knit community, St Peter’s is one of the colleges that is most closely integrated into the City centre, within easy reach of shops, restaurants, and transport links. For further information see: 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 in a calm and efficient way, 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 to complete the required records and log entries relating to the running of the Lodge.
- Receive mail, sort, distribute and despatch external mail, and deliver mail to the appropriate department or individual’s pigeonholes.
- Issue keys, keeping accurate records of issue and receipt.
- 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 College, including annexes.
- Despatch deliveries of goods from the lodge (such as furniture, stationery, 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, to 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 judgement and decision-making skills to assess problems and identify best course of action
- Effective written and verbal communication skills in order 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 which 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 £22,500, the salary will be reviewed on successful completion of the probationary period.

**Contract**

The job is offered on a permanent basis. Hours of work: The hours of work for the post of Lodge Porter/Receptionist total 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.

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

**How to Apply**

Applications consisting of a covering 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.

If candidates prefer to send their application by mail, it should be addressed to:

HR Manager  
St Peter’s College  
New Inn Hall Street  
Oxford  
OX1 2DL.

This vacancy will remain open until a suitable applicant has been found. Previous applicants need not apply.

**Data Protection**

All data supplied by applicants will be used only for the purposes of determining 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 that supports and encourages underrepresented groups and values diversity.