LODGE RECEPTION SUPERVISOR

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 Role

The Lodge reception is one of the first impressions visitors get of St Peter’s College; as such, the role of the Lodge Reception Supervisor 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 Lodge reception supervisor will work closely with all departments across the college, leading the training and development of the Lodge team.

The Lodge Reception Supervisor will be accountable for the day-to-day operation of the Lodge and its team; reporting to the Domestic Bursar, who has overall oversight of the Lodge and who will take the lead on safety and security matters and staff appraisals.

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 applicants 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.
Overview of Responsibilities

The Lodge Reception Supervisor role will include, but is not limited to, the following tasks and responsibilities:

**Customer service:**
- Supervision and training of the Lodge Porters on the importance of outstanding customer service to internal and external customers. Monitoring feedback and continuously evaluating the service delivered and identifying opportunities and action any areas for improvement;
- Provide a warm, friendly and professional welcome to the College, ensuring visitors are acknowledged quickly and helped in a timely fashion;
- Be sympathetic to the support and welfare needs of the student body; providing a friendly, approachable and safe environment for students to get information or signposting to the appropriate support resources;
- Dealing with a wide and varied flow of people at different levels. Professionalism, tact, diplomacy, discretion and a friendly approach are required at all times, as well as an awareness of the need for confidentiality where circumstances dictate;
- To act as a point of information for college members during term time, to conference & events guests during vacation and to visitors throughout the year. Able to quickly provide, or know where to find information, and to be knowledgeable about the local area and tourism attractions;
- Handling telephone calls to the main switchboard, displaying a warm and professional welcome by phone and able to competently handle enquiries, deal with any requests yourself, where possible or, if unable to assist, then to probe for further information and direct the caller to the appropriate person. Taking and communicating messages where required;
- Ability to work proactively, to foresee any potential issues and to think strategically about contingency plans and communicate them effectively; able to comprehend the ‘bigger picture’ and how the activities and interactions of a busy College operation relate to the Lodge operation;
- To deal with any unforeseen situations calmly and be able to use your own initiative to resolve minor issues confidently, but be aware of limitations and know when to escalate. To effectively communicate to the guest, in the first instance, and also to relevant departments where required;
- To be confident in handling complaints. Able to remain calm and composed to resolve the guests complaint quickly and to ensure all relevant departments are made aware of both the issue and the action taken to resolve it.

**General operational duties:**
- Ensuring the Lodge area is clean, tidy and organised and promotes a professional and welcoming first impression of the college, sorting post, delivering parcels and assisting with luggage;
- To be IT proficient, particularly in the use of MS Office and be able to use the college booking system;
- The post holder should display a high standard of written and verbal communication, duties will include monitoring the Lodge email account and responding professionally and timely to incoming emails;
To assist in ensuring that noise disruption is kept to a minimum and that procedures for managing noise are complied with to minimise the impact on residents of the college;

- Ensure the Lodge issue keys/fobs and deal with post efficiently, complying with all procedures;
- Training the Lodge Porters on the operational procedures of the effective and efficient running of the Lodge; reviewing and updating procedures, where required, in liaison with the Domestic Bursar;

Safety & Security:

- Supporting the Domestic Bursar to ensure a continuous safe and secure environment - highlighting any potential risk and impact on the College to the Domestic Bursar;
- Be first aid trained, proficient in fire prevention and H & S regulations and act as first responder to incidents, and to coordinate with emergency services or University support where required;
- Lodge staff are required to carry out security patrols and deal with any security or behavioural issues appropriately and professionally. Being vigilant at all times and able to confidently, but tactfully and politely challenge anyone who appears to needs assistance;
- The post holder should be fully conversant with the College Security systems and procedures;
- To comply with any other reasonable request when required by the Domestic Bursar.

Person Specification

Essential

- Previous supervisory experience working in a customer service focused role in a hotel or similar environment.
- Good written and verbal communication skills.
- IT literate – able to use Microsoft Office
- Ability to prioritise when dealing with a wide and varied workload
- Able to use initiative to solve day to day problems or to react appropriately in the case of emergencies. Able to remain polite and calm under pressure, be self-motivated and organised.
- Demonstrable experience in training and developing a team, with a focus on achieving outstanding customer service.
- Able to demonstrate compassion and support in a high-pressure environment
- High level of motivation and initiative and be able to work without direct supervision.

Desirable

- Experience using Turbo (electronic booking systems)
- Experience working in an academic setting

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 two months on either side.
Salary

The salary for this role on appointment is £25,000 - £28,000 DOE.

Contract

The job is offered on a permanent basis.

Hours of work:

The hours of work will be normally Monday to Friday 07.00 am – 4.00 pm with a break for lunch of one hour unpaid (40 hours per week). Flexibility is essential and you should be able to work alternative hours, including covering Porters’ shift’s (which cover 24hrs a day, 7 days a week) as necessary. It is also a requirement that the Lodge Reception Supervisor may be occasionally contactable out of hours in the case of emergencies. The Lodge Reception is expected to be subject to a future restructure at which time elements of this role, including the shift pattern, will be reviewed.

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.

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.