



All Souls College University of Oxford

LODGE PORTER

Full-Time: 36½ hours per week, (excluding meal breaks) averaged over a three-week cycle, including regular evening and weekend work.

Salary: Grade 4 (£28,437 - £34,732 pa) plus generous benefits.

INTRODUCTION

The College is seeking to appoint a flexible, self-motivated, well-presented Lodge Porter to help deliver its front-of-house reception, security and customer services to Fellows, their guests and members of the public.

All Souls College is a registered charity and is unique among Oxford colleges in having no students; it has a Fellowship of some 85 consisting principally of Research Fellows and holders of University posts. It also employs some 78 full and part-time staff. Further details of the College may be found elsewhere on the website, <http://www.asc.ox.ac.uk/>.

JOB DESCRIPTION

The Lodge Porter will report to the Head Porter, whilst working under the overall supervision of the Manciple. Professionalism and commitment to the delivery of high-quality customer focused services are essential, as is initiative and flexibility and the ability to work under pressure when required. Applicants will have proven skills in a comparable environment and will be able to work independently and as part of a small team. The post holder's main duties are not all listed below, but they include to:

- Provide a helpful, courteous, and friendly Lodge service to and on behalf of the College;
- Carry out regular security patrols and surveillance checks of the College to ensure the privacy and security of the College and its contents;
- Be conversant with and competent using the College fire, CCTV and security alarm systems and to report any faults to the Head Porter, or to the Manciple;
- Be conversant with and competent in carrying out the College fire, intruder and emergency evacuation procedures;
- Direct and provide assistance to visitors and guests, including carrying small items of luggage, showing guests to rooms, and deploying and recovering disability aids;
- Processing of outgoing and incoming mail and to ensure the prompt collection of mail from the College offices as directed;

- Operate the franking machine and accurately record usage;
- Receive and enter meal bookings accurately into the Meal Booking system;
- Operate the College Electronic Door Access system and issue, receive, and rescind key fobs and cards in consultation with the Head Porter, or in his absence the Manciple;
- Record all significant incidents in the Lodge Occurrence Book for the Head Porter's or Manciple's attention;
- Assist with the set-up of the College Chapel for services and perform other Chapel-related duties as required;
- Able to work at height and raise or lower the College tower flag when required;
- Oversee, advise contractors on signing in, using the sign in app on lodge iPad;
- Carry out end of day security and energy saving checks of the College and record any findings in the daily occurrence log;
- Attend training courses as directed by the Head Porter.

The post holder will be expected to undertake any other duties or tasks as reasonably directed or requested by the Head Porter. This job description may be subject to review in consultation with the post holder.

PERSON SPECIFICATION

Professional skills and experience:

The successful applicant will be educated to GCSE Level or equivalent and ideally have relevant Lodge or front of house customer service experience in an Oxford or Cambridge College, this desirable but not essential; the College is more concerned to recruit someone with excellent reception and customer service skills, and other relevant experience who is keen to work in a College environment.

Essential skills and abilities:

The successful candidate will need to be able to demonstrate that he or she is, or has:

- Excellent reception and customer service skills with strong commitment to improve standards and service, keen attention to detail, and the ability to work quickly under pressure and prioritise and organise own workload effectively;
- Strong interpersonal skills, including being a good team member;
- The ability to work with minimum supervision, flexibility, and willingness to learn and respond to short notice requests;
- The ability to communicate fluently and clearly in spoken English with Fellows, staff and third parties, to follow written instructions, and maintain accurate written records;
- Understanding and appreciation of security issues;

- f) The ability to resolve problems (including in an emergency situation) whilst remaining calm and polite;
- g) A flexible approach to work hours and ability to respond to short notice requirements;
- h) The ability to work alone and without supervision;
- i) Physical fitness, able to climb stairs including tower stairwell approximately 100 steps to raise and take down college flag, and to deal with heavy items;
- j) Computer and IT literacy skills including the use of Microsoft Word, Excel, and Outlook;
- k) The highest personal integrity, discretion, and tact;
- l) An excellent record of attendance and timekeeping;
- m) Smart and always well presented;
- n) The willingness to learn and adapt;

Desirable (but not essential):

Ideally be trained in Fire Marshal, First Aid, Disability Awareness, Equality and Diversity awareness, CCTV operator, Manual Handling, Health & Safety practices.

Relevant security experience within an academic or other similar environment.

Good understanding of Health and Safety regulations.

Terms & Conditions

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| Salary | Grade 4 |
| Hours | Average 36½ hours per week (excluding breaks) 3-week rota, including early shifts 07.00 – 15.00, late shifts 14.30 – 22.30 and two weekends out of three. |
| Holidays | You will receive a paid holiday entitlement of 20 days (or the equivalent of four working weeks) plus bank holidays. In addition, you are entitled to holiday during the College closed period at Christmas/New Year and at Easter, when you may take an additional three days' holiday during the week before or after the Easter closure. |
| Pension | You will be enrolled automatically in the USS pension Scheme |
| Probationary period | Four-month probationary period. |
| Meals | A free lunch or dinner when on duty and when the College Kitchen is open. |