The Lodge Porter/Receptionists responsible to the Lodge Manager. By the nature of the work in the Lodge it is impossible to specify all the duties that may be required to be undertaken. Instructions are subject to common sense and guidance from the Lodge Manager or his Deputy. Duties of the Lodge Porter/Receptionist include:

- Taking appropriate and timely steps to initiate emergency procedures following injury, accident, criminal activity, bomb alerts or fire. Where applicable to follow the instructions set down by the College Emergency Planning Group procedures.
- Acting with politeness, firmness and fairness when dealing with members of the College and public.
- Monitoring the day-to-day control of security within the College through the provision of patrols and supervision of the main entry and exit points either directly or via CCTV. Review suspicious incidents on CCTV as required.
- Providing the safe custody of all keys, monies, valuables, personal possessions and stores committed to the care of the Lodge.
- Receiving, sorting, posting and forwarding, as appropriate, all mail and messages including the recording of charges due. Deliver to President, offices of Bursary and Grammar Hall post tray.
- Maintaining a record of all keys issued to individuals by name, location, date and time.
- Keeping a record of all lodgings occupied by Senior and Junior Members.
- Liaising with the Admissions Secretary, and publicising as necessary, the reception and interview arrangements for all student candidates for admission as Junior Members.
- The efficient receipt and timely and correct disposal of stores arriving at the Lodge for onward transmission to other College departments.
- Keeping and being able to access, as necessary, current records of addresses and contact locations of students and fellows.
- Upholding College rules relating to the admission of the general public and controlling the access of vehicles to the grounds of the College. In cases of doubt the matter is to be referred to the Home Bursar.
- Controlling and recording the booking of the squash courts, the music practice rooms, College punts and the JCR croquet set.
- Recording the fullest possible details following the activation of any College fire alarm.
- Registration of College cycles.
- Supporting Degree Days and the associated robing arrangements.
- Assisting in the training of new Lodge and Security staff.
- Providing timely reports to the Home Bursar following any incident of significance in the College or its grounds.
- Transferring any calls to fellow officers as appropriate and taking messages as required.
- Notifying recipients of parcels as appropriate and placing under counter or to one side.
• Taking entrance fees from visitors when the College is open to the public, and cashing up the daily takings.
• Making taxi bookings according to Lodge procedures.
• Record all items of lost property and obtain signature of collector.
• Provide assistance with laundry cards as required.

Emergency Services

Porters will maintain a good liaison with police, fire and ambulance services. Porters must be conversant with fire regulations at the College and comply with them.

Conduct

Porters are required to be sober, punctual and alert at all times whilst on duty. Any Porter arriving for duty under the influence of drugs or alcohol will not be allowed to remain on duty. No Porter is to leave his/her post without express permission of his/her supervisor. Personal appearance is important, and unless instructed otherwise, uniform and tie must be worn at all times.

Health & Safety

The safety of College staff and visitors is vital and Porters must be conversant with the H.A.S.A.W Act. The nature of security work makes it impossible to issue instructions to cover every eventuality, therefore all instructions are subject to common sense and interpretation and guidance from the Lodge Manager/Home Bursar or the nominated supervisor.

The successful applicant will need to be physically fit because there is a requirement to be able to move about the College site at speed, particularly during an emergency. There will also be a requirement for occasional work at heights.

The above list of duties and responsibilities is not exhaustive and you may be required to carry out alternative tasks as instructed by the supervisor to ensure the Department can operate an efficient service at all times.

Person Specification

The successful applicant will possess the following attributes:

Essential

• Excellent time management skills.
• Good interpersonal and communication skills.
• Willingness to be flexible to ensure the Department attains high standards and overall objectives are continuously met.
• Good standard of personal presentation.
• Have the ability to deal with confidential and sensitive issues.
• Have the ability to attempt to resolve spontaneous problems in the first instance.
• Experience of working in a customer-facing role.
• Fully fluent level of written and spoken English.
• Experience of night work/shift working.
• Basic computer literacy.

Desirable

• Security, Porter or Reception background.
• Experience of working within a university or college environment.

Qualifications

• All porters are expected to hold/obtain and maintain Security Industry Accreditation (SIA Level 2 Award in Door Supervision qualification) and First Aid at Work certification. The successful candidate will be required to pass these qualifications within one year of appointment, if they do not already hold them.

Hours of Work

Porters work 12 hour shifts (7.00 am to 7.00 pm and 7.00 pm to 7.00 am) on a 12 day rota (4 day shifts, 4 days off, 4 night shifts), throughout the year. This includes weekends and bank holidays.

Porters are expected to work a reasonable amount of overtime to cover sickness and holidays.

Salary

£22,285 per annum

Benefits

• Membership of contributory pension scheme.
• Free lunch may be provided.
• Car parking may be available.
• Use of sports facilities.
• Optional contributory Healthcare Scheme.
• Bus pass purchase scheme.
• Generous holiday entitlement.
• Cycle to Work Scheme.

Applications

Please complete the College application form and send it, together with the recruitment monitoring form, (both of which can be found on our website at http://www.magd.ox.ac.uk/job-vacancies/) to Human Resources Assistant, Magdalen College, Oxford, OX1 4AU or human.resources@magd.ox.ac.uk. If you do not wish the College to contact your referees at this stage please make this clear in your application. The closing date for receipt of applications is 12 noon on Wednesday 13 September 2017. Late or incomplete applications will not be accepted.

Following the offer of the position, appointment will be subject to enhanced DBS clearance.