



MAGDALEN COLLEGE, OXFORD

FURTHER PARTICULARS FOR LODGE PORTER / RECEPTIONIST

(Reference Number: LO25003)

The Lodge Porter / Receptionist is 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 Deputy Lodge Managers. Duties of the Lodge Porter/Receptionist include the ability to:

- Take appropriate and timely steps to initiate procedures following injury, accident, criminal activity, bomb alerts or fire, adhering to emergency procedures.
- Monitor the day-to-day control of security within the college through patrols and supervision of the entry and exit points either directly or via CCTV. Highlight and review suspicious incidents on CCTV as required.
- Record details pertaining to fire alarm activations.
- Provide reports to the Home Bursar following incidents of significance in the college or grounds.
- Maintain a record of all keys issued.
- Provide the safe custody of all monies, valuables, personal possessions and stores committed to the care of the Lodge.
- Assist the arrival and departure of guests staying in college accommodation, and help to provide a positive visitor experience.
- Receive, sort, store, and forward, as appropriate, all mail and parcels.
- Act with politeness, firmness and fairness when dealing with members of the college and the public.
- Uphold the college rules relating to the admission of the general public and control the access of vehicles to the college grounds.
- Receive admission fees from visitors, and cash up the daily takings.
- Receive telephone calls to the college, and transfer calls as necessary.
- Support Degree Days and the associated robing arrangements.
- Assist in the training of new Lodge staff.
- Receive and arrange the distribution of deliveries arriving at the Lodge for onward transmission to other departments.
- Control bookings for the squash courts, the music practice room, and college punts.
- Register college cycles.
- Book taxis for college business.

Any other tasks, duties and responsibilities not listed above which can reasonably be expected to be performed or undertaken by a Lodge Porter/Receptionist.

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 to ensure an efficient service at all times.

Person Specification

The successful applicant will possess the following attributes:

- Friendly and welcoming.
- Good interpersonal and communication skills.
- Ability to work flexibly, independently, and as a member of the Lodge team.
- Be able to attempt to problem solve spontaneous incidents.
- Good standard of personal presentation.
- Be able to deal with confidential and sensitive issues.
- Fluent level of written and spoken English.
- Experience of night work/shift working.
- Excellent time management.

Desirable

- Security, Porter or Customer Services background.
- Experience of working within a university or college environment.
- Experience of working in customer service.

Qualifications

- All porters are expected to hold a First Aid at Work certification. Training will be provided if the successful candidate does not already have the qualification.

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 16-day rota (4-day shifts, 4 days off, 4-night shifts, 4 days off, throughout the year. This includes weekends and bank holidays.
- Porters are expected to work overtime to cover sickness and holidays.

Salary

Grade 4 of the College pay scale £26,707 – £33,002 per annum depending on experience, plus Oxford Location Allowance of £1,730 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.

The College provides for maternity leave on a basis that exceeds the statutory provisions. Provided that they have at least 26 weeks' service with the College at the 15th week before the expected week of birth, women are eligible for 26 weeks' maternity leave on full pay, followed by 13 weeks of leave on Statutory Maternity Pay (SMP) and 13 weeks of unpaid maternity leave. Arrangements are available for Adoption Leave, Shared Parental Leave, and Paternity Leave. Magdalen College has a priority claim on four places in the University nurseries.

The College particularly welcomes applications from Black, Asian, and Minority Ethnic Candidates.

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, 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. **This role will remain open until filled.**

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

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 in accordance with the principles of the Data Protection Act 2018 and the College's Data Protection Policy which can be found at <http://www.magd.ox.ac.uk/other-policies/data-protection/>.