FURTHER PARTICULARS

Post Title: Lodge Night Porter
Reporting to: Lodge Manager and Security & Safety Manager in their absence
Salary Grade: Brasenose College Grade 3b (Salary range £22,257 – £24,901 per annum)
dependant on previous relevant experience

Hours: 35 hours per week (averaged out over a 4-week period). The Lodge is open 24 hours a day, 365 days per year.
Contract type: Permanent

1. The College
Located centrally in beautiful Radcliffe Square, and dating from 1509, Brasenose College is one of the older Colleges in Oxford. It is a medium sized college with 370 undergraduates, 210 graduate students and 115 support staff. Outside of the three 10-week terms, during Easter and summer, the College is exceptionally busy hosting international conferences and Bed and Breakfast guests. For further information please visit the website https://www.bnc.ox.ac.uk/

2. Department and Job Purpose
The Lodge team provide a front of house service and are responsible for the security of the College. The Lodge is open 24 hours a day 365 days per year.

The Lodge is the first point of contact for all guests and visitors to the College making this a key public-facing role providing a professional and friendly welcome. 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. The Lodge is open round the clock, 365 days a year.

3. Job Description
Duties and Responsibilities
The role will include, but is not limited to, the following tasks and responsibilities:

Customer service:
• 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 always required, 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 College history, 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 independently, 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 to relevant departments as required.

• To be confident in handling complaints. Able to remain calm and composed to resolve any complaints quickly and to ensure all relevant departments are made aware of both the issue and the action taken to resolve it.

Safety & Security:
• Support the Lodge Manager to ensure a continuous safe and secure environment - highlighting any potential risk and impact on the College to the Lodge Manager.

• 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 Services where required.

• Carry out regular security patrols and deal with any security or behavioural issues appropriately and professionally. Being always vigilant and able to confidently, but tactfully and politely challenge anyone who appears to need assistance.

• Be fully conversant with the College Security systems and procedures. Able to deal with any emergencies in a swift and prompt manner following the College Fire and other emergency plans.

• Be responsible for providing written incident reports in line with college policy.

General operational duties:
• Ensure 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.

• To act as an information point and communicate relevant information across the appropriate departments, ensuring accurate and detailed handovers between shifts.

• Assisting tour party visitors within the College and ensuring the College is well presented for this purpose.

• 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.

• Assist the Dean, Domestic Bursar, Sub Dean and Junior Deans in the enforcement of College Rules, ensuring that noise disruption is kept to a minimum and that procedures for managing noise or behavioural issues are complied with to minimise the impact on residents of the college.
• Ensure the Lodge issue keys/fobs accurately, complying with all procedures.

• Support the Maintenance team in making initial assessments out-of-hours in resolving maintenance problems, referring as necessary.

• To collect, cash-up and accurately record all monies paid by visitors or tour parties.

• To put up and take down flags as instructed.

• To take responsibility for overseeing parking arrangements within Radcliffe Square and Frewin Annexe on a day-to-day basis, as per college procedures.

• To comply with any other reasonable request when required by the Domestic Bursar or Lodge Manager.

4. **Person Specification and Criteria**
Candidates will be assessed based on the criteria set out in the section below and candidates should ensure that their application form provides evidence of how they meet these criteria.

<table>
<thead>
<tr>
<th>Specification</th>
<th>Essential/ Desirable</th>
<th>Measured through</th>
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<tbody>
<tr>
<td>Good written and verbal communication skills.</td>
<td>Essential</td>
<td>Application form and interview</td>
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<tr>
<td>IT literate – able to use Microsoft Office</td>
<td>Essential</td>
<td>Application form and interview</td>
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<td>Ability to prioritise when dealing with a wide and varied workload</td>
<td>Essential</td>
<td>Application form and interview</td>
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<td>Able to use initiative to solve day to day problems or to react appropriately in the case of emergencies.</td>
<td>Essential</td>
<td>Application form and interview</td>
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<td>Able to remain polite and calm under pressure, be self-motivated and organised.</td>
<td>Essential</td>
<td>Application form and interview</td>
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<td>Able to demonstrate compassion and support in a high-pressure environment</td>
<td>Essential</td>
<td>Application form and interview</td>
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<tr>
<td>Be confident working alone during unsociable hours with a high level of self-motivation and initiative and be able to work without direct supervision.</td>
<td>Essential</td>
<td>Application form and interview</td>
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<tr>
<td>Knowledge of emergency procedures and First Aid. Awareness of basic maintenance.</td>
<td>Desirable</td>
<td>Application form and interview</td>
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<td>Experience using PMS (electronic booking systems)</td>
<td>Desirable</td>
<td>Application form and interview</td>
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<td>Experience working in an academic setting</td>
<td>Desirable</td>
<td>Application form and interview</td>
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<td>Experience of working shifts</td>
<td>Desirable</td>
<td>Application form and interview</td>
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5. **Summary of Terms and Conditions of Employment**
**Appointment:** This is a permanent full-time post and there will be an initial probationary period of six months. The appointment will be conditional on verification of the successful candidate’s ‘Right to Work’ checks and subject to the receipt of satisfactory references and medical clearance through the
University’s Occupational Health Services. The successful candidate will be required to complete an enhanced Disclosure and Barring Service check.

**Salary:** The salary will be paid on Grade 3b of the College pay scales, (Salary range £22,257 – £24,901 per annum) dependant on previous relevant experience

**Hours of work:** The rolling shift pattern is working four-night shifts, from 9pm through to 7am (10 paid hours per shift). A meal will be provided during the shift to be eaten while on duty. The Lodge is open 24 hours a day, 365 days per year.

On occasions you may be required to work beyond the regular shift times, as the operation demands and to attend meetings/training; additional overtime hours will be paid in agreement with the Lodge Manager. This is to ensure the Lodge has sufficient cover 24 hours each day throughout the whole year.

The post-holder should be willing to cover at short notice in the event of sickness or emergency situations.

The post holder will be required to work the hours necessary to fulfil the job requirements and subject to operational needs. A willingness and ability to adopt a flexible approach to working hours and duties is essential according to the requirements of the College.

**Benefits:**
- **Holidays** - 23 days annual leave, plus Bank Holidays. The post holder may be required to work bank holidays; pay or time off in lieu will be granted as agreed with the Lodge Manager. Holidays should be booked in advance in accordance with college policy and should be avoided during peak periods both in relation to the academic term and the conference and events periods.
- **Pension** - Eligibility to the Oxford Staff Pension Scheme (OSPS). The successful candidate will be entered into this scheme automatically on joining, but on-going membership of the scheme is optional.
- **Salary Exchange Scheme** - Staff who join OSPS will also be enrolled into the Salary Exchange Pension Contributions Scheme on or around three months after joining Brasenose staff.
- **Meals** - Employees are provided with a free meal, when the kitchen is open, to be eaten while on shift.
- **Employee Assistance Programme** – free confidential telephone support service
- **Travel Pass Loan** - a discounted travel scheme is available with monthly deductions from salary.
- **Cycle to Work Scheme/Bike Loan** – monthly deductions from salary.
- **Sports Facilities** – Access to the University Sports club
- **University Card** - for discounts in shops, cafes and restaurants and University Leisure facilities

**Other Information:** No smoking is allowed in any of the College sites.

6. **Application process**
To apply download the application form from the website and submit this online using [https://submit.bnc.ox.ac.uk](https://submit.bnc.ox.ac.uk) using the Applications for Non-Academic Appointments box.

Alternatively, you can complete the application form and return it by post. To request a recruitment pack email hr@bnc.ox.ac.uk

**Closing date:** The vacancy will remain open until filled. Shortlisting will be carried out on receipt of application and interviews arranged for shortlisted candidates. We reserve the right to close the vacancy once the successful candidate has been appointed. Early application is encouraged.
**Recruitment Monitoring:** This post is subject to recruitment monitoring to ensure that the selection process is consistent with the law and the College’s Equal Opportunity Policy and Code of Practice. You are asked to complete the Recruitment Monitoring Form which is completed through the online application process. The information supplied on the form will play no part in the selection process and will not be seen by any members of the shortlisting panel.

**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 General Data Protection Act 2018. In accordance with the GDPR regulations 2018 please see the relevant privacy notice on the website.

[https://www.bnc.ox.ac.uk/downloads/GDPR/PrivacyNotice_AcademicandNonAcademicStaffApplicant.pdf](https://www.bnc.ox.ac.uk/downloads/GDPR/PrivacyNotice_AcademicandNonAcademicStaffApplicant.pdf)

Brasenose College is an equal opportunity employer

Nov 2023