

Somerville College

University of Oxford

www.some.ox.ac.uk



Casual Lodge Porter

Ref 900252

Somerville College would like to receive applications from candidates who would be interested in carrying out occasional work only and on a casual basis.

About Somerville College

Somerville is a forward-looking and adventurous College with a reputation of openness and inclusiveness. It is among the most international of the Oxford colleges that admit both undergraduate and graduate students, and has an ethos of tolerance, friendliness, diversity, enabling access to research and learning for all, and the pursuit of excellence in all that we do.

For further information about the College, please visit www.some.ox.ac.uk

The College Lodge

The Lodge is staffed seven days a week, twenty-four hours a day, by a team of thirteen (full time and part time) Lodge staff providing reception and security services for the College. The department is managed by the Lodge Manager, and he is supported in this role by two Deputy Lodge Managers.

The Lodge is very much a focal point for communication within the College and the Lodge is the first point of contact for students, academics, alumni, conference delegates, bed and breakfast guests and other visitors to the College. Porters are required to wear a uniform and to present themselves smartly at all times whilst at work.

The Lodge is a busy and varied environment providing a wide range of services from reception duties, to monitoring security systems, to responding to major emergencies, such as fire or accidents. Lodge staff have a key role to play in supporting alumni, conferences and other events in College ensuring that lecture rooms and conference facilities are properly and correctly prepared to meet customers' requirements.

The post of Lodge Porter

The Lodge Porters will need to have the personal flexibility to participate in a shift rota comprising of a morning shift from 7am to 3pm, and an evening shift from 3pm to 11pm. Previous experience in a Security or College Porter role would be advantageous. A current first aid qualification would be desirable. The successful candidate will be required to undergo an enhanced check through the Disclosure and Barring Service.

Job Description

Main duties

- Provision of reception and general information service for College members, members of the university and the public, and reception services for conference delegates during term and vacation
- Operation of the College telephone switchboard, transferring calls to the appropriate lines and taking and passing on messages to the relevant person where appropriate
- Receipt, sorting, and forwarding of University mail, royal mail, registered mail, documents, newspapers and messages, ensuring that the mail is sent as per the sender's requirements
- Assist in monitoring security of the College; to include undertaking regular security checks of College premises, checking the validity of vehicles parked with the College grounds, operating the security gate allowing access to traffic quad and observation of security monitors
- Act appropriately in the event of any emergency, contacting the emergency services, informing the Duty Manager and/or Duty Dean and assisting in whatever way possible, in line with College procedure
- Operate, after training, the following computerised systems in the Lodge: "FORUM" Student/Guest check-in, access control card security system, asset management monitoring and digital CCTV monitoring system
- Issue keys and Access Control cards to students, College members and conference delegates, ensuring that accurate records are maintained, including bed and breakfast documentation
- Assist with setting up meeting rooms for College use and conferences, moving furniture and putting up the College Marquee (with the assistance of other Lodge staff).

Essential criteria

- Previous experience in reception duties or similar
- Good communication skills in English (verbal and written skills)
- Ability to interact courteously and appropriately with College members, including students, academic and support staff, and conference delegates and members of the public.
- Able to recognise sensitive situations and deal with them appropriately
- Able to work discretely and maintain confidentiality at all times
- Ability to respond appropriately to emergency situations
- Able to work under pressure and meet deadlines when required
- Competent communicating by telephone
- Ability to keep written and computer records
- Good numerical skills and competent with handling cash
- Basic computer literacy, including the use of email and databases
- Ability to follow standard procedures
- Flexible and adaptable with a positive approach to change and new challenges
- Willing to work independently and as part of a team
- Able and willing to work shifts that include unsociable hours, including evenings and weekends
- Physically fit and able to move furniture etc when required

Desirable

- Previous experience in security work or similar
- First aid qualification
- Previous experience in a College environment or similar institution
- Sympathy with the aims and ethos of Somerville College

Terms and conditions

Full terms and conditions of employment will be provided in writing to the successful candidate. The information below is for guidance only and does not constitute the contract of employment.

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| Duration | This is a Casual post and the appointment will be made subject to (i) satisfactory employment checks as detailed below within under 'Pre-Employment Screening'; and an enhanced check through the Disclosure and Barring Service. |
| Salary | An hourly rate of pay of £9.56. |
| Hours of Work | The Lodge operates two day shifts: a morning shift from 7am to 3pm, and an evening shift from 3pm to 11pm |
| Meals | Meals on duty |
| Smoking policy | No smoking is allowed in any part of the College. |
| Parking | Unless related to a disability, there will be no parking available on College premises for the post holder. |

Application Procedure

1. Download the Somerville College application form College website at www.some.ox.ac.uk/jobs
2. Complete the application form in your own handwriting, which can be downloaded from the College website in Word format. If you do not have access to a computer, application forms may be obtained from the College Lodge on Woodstock Road, telephone 01865 270600.
3. Send your completed application form along with a current CV to the **Lodge Manager, Somerville College, Woodstock Road, Oxford, OX2 6HD, or hand them into the College Lodge,**
4. **Please quote Reference Number 900252 on all correspondence.**
5. Please complete and return an equal opportunities recruitment monitoring form which will assist us with monitoring equal opportunities in recruitment. **Please send only one copy of this form** which can be emailed to human.resources@some.ox.ac.uk or sent in hard copy to:

Equal Opportunities Monitoring Assistant
Human Resources Department
Somerville College, Woodstock Road
Oxford. OX2 6HD
6. Equal Opportunities information collected does not form part of the selection process and will not be circulated to the selection panel. Completion of the equal opportunities monitoring form is voluntary. Data collected is used solely to monitor the effectiveness of the College's Equality and Diversity Policy and helps the College to meet its duties under the Single Equality Act 2010
7. Communication regarding the status and outcome of your application will be made via e-mail.

There is no formal closing date for this post, applicants are asked to submit their applications as soon as possible. Suitable candidates will be asked to attend an informal interview with the Lodge Manager.

Equal Opportunities statement

The policy and practice of the University of Oxford and of Somerville College require that all staff are afforded equal opportunities within employment. Entry into employment and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Where suitably qualified individuals are available, selection committees will contain at least one member of each sex.

Data Protection

All data supplied by candidates 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 1998 and the College's Data Protection Policy.

Pre-employment screening

If you are selected for the post, employment with the College will be conditional upon satisfying the following requirements.

1. Eligibility to work in the UK

The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence for employers to employ someone who is not entitled to work in the UK. **We therefore ask applicants to provide proof of their right to work in the UK before employment can commence.**

Please note that you will need to provide original documents and where any documents are not in English a certified translation will be required. **Do not include these documents with your application.** You will be sent a request for the relevant information at the appropriate point in the selection process.

2. References

You are asked to give us details of two people who have agreed to give a reference for you. If you have previously been employed your referees should be people who have direct experience of your work through working closely with you for a considerable period. If you have been employed, at least one of your referees should be your formal line manager from your most recent job. It is helpful if you can tell us how each referee knows you and your referees should not be related to you. Your referees will be asked to comment on your suitability for the post, to provide details of the dates of your employment, and of any disciplinary processes which are still 'live'.

We will assume that we may approach your referees at any stage unless you tell us otherwise, so please state clearly if you wish to be contacted before a referee is approached.

3. Medical fitness

Please note that any offer of employment will be conditional upon receipt of a completed pre-employment medical health assessment questionnaire and confirmation from the University of Oxford Occupational Health Service that the candidate is medically fit for the post (allowing for any reasonable adjustments that may be required, in line with the provisions of the Equality Act 2010).

The purpose of the pre-employment medical health questionnaire is to:

- (i) assess the candidate's medical capability to do the job for which they have applied:

- (ii) determine whether any reasonable adjustments or auxiliary aids may be required to accommodate any disability or impairment which they may have
- (iii) ensure that none of the requirements of the job for which they have applied would adversely affect any pre-existing health conditions the candidate may have.

The appointment will not commence until medical fitness for work, and any reasonable adjustments that may be required, is confirmed by the University Occupational Health Service.

4. Disclosure and barring service check

The successful candidate will be required to complete a satisfactory enhanced Disclosure and Barring Service (DBS) check.

January 2017