



Further Particulars Deputy Lodge Manager

(Ref 900224)

We are looking for an individual with previous experience in a supervisory role to be part of a busy Lodge team providing an efficient and friendly reception service for all students, staff and visitors. The ideal candidate will have excellent communication skills and the ability to interact professionally with a wide variety of people. A large part of the role will be to supervise the application of the College security procedures, monitoring CCTV and carrying out routine checks to ensure that the Lodge team follow well-documented guidelines to help ensure the safety of all students, guests and visitors. Providing and overseeing a calm and appropriate response service for a variety of emergency situations is also a key priority for the Deputy Lodge Manager. The successful candidate will enjoy multi-tasking, using their initiative and will be able to work calmly and discreetly under pressure. A good standard of general physical fitness and sound IT skills are also key requirements.

The Deputy Lodge Manager will need to have the personal flexibility to participate in a shift rota system comprising alternate weeks of morning shifts from 7am to 3pm, and evening shifts from 3pm to 11pm. Some flexibility and willingness to work additional hours and/or weekends will also be required. Lodge staff encouraged to become qualified first aiders. The successful candidate will be required to undergo an enhanced check through the Disclosure and Barring Service.

As part of our commitment to equality and diversity, we would particularly welcome applications from women, who are currently under-represented in the Lodge.

About Somerville College

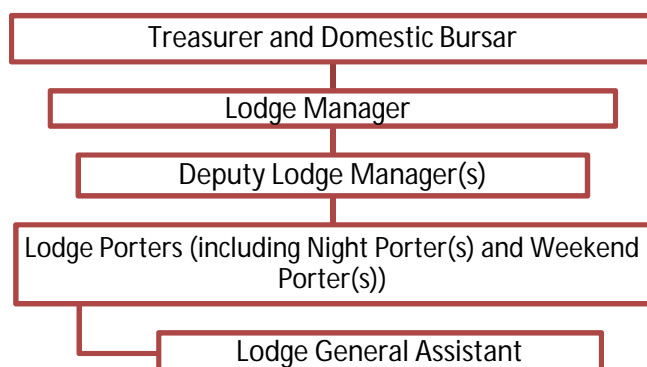
Somerville is a forward-looking and adventurous College with a reputation of openness and inclusiveness. It is among the most international of the Oxford colleges that admit both undergraduate and graduate students, and is a friendly and diverse place which provides access to research, learning and the pursuit of excellence in all that we do. The current community comprises approximately 550 undergraduate and graduate students, many of whom live on site, and around 200 academic and support staff as well as a host of visiting academics, former members, conference and bed and breakfast guests.

The College Lodge

The Lodge is staffed seven days a week, twenty-four hours a day, by a team of 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 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.

Lodge Organisation Chart



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

Main Duties

- Supervise the provision of the College's reception service to all students, staff and visitors.
- Supervise the application of the College security procedures and check these are adhered to at all times.
- Ensure that the Lodge team act in accordance with the College procedures and protocols in the event of an emergency, such as fire or other major incidents.
- Liaise with the Police, Fire service, University Security Services and other relevant authorities regarding specific incidents and general security matters when appropriate.
- Operate the CCTV system within the College guidelines. Train and supervise the Lodge Porters in its correct use.
- Allocate duties to the Porters appropriately within the roster and assist with maintaining required staffing levels and cover absence. Ensure that procedures for reporting absence and requesting leave are followed.
- Carry out induction training and 'on the job' training for all Lodge staff.
- Provide an efficient service for the receipt and delivery of College mail, parcels and goods.
- Monitor the College telephone and radio systems, ensuring these are answered promptly and professionally.
- Check bed and breakfast bookings at the start of each day, ensuring that all documentation has been correctly completed. Ensure that keys are ready for issue and returned by guests.
- Use the College 'Forum' database to ensure the Conference and Events Office are well supported in meeting their conference obligations. Use the system regularly to review guest lists and meeting room set-ups.
- Ensure safe custody of all keys and maintain accurate records of all keys issued / received.
- Monitor the security of valuable College assets using the Asset Tagging system.
- Oversee the safe custody and return of students' possessions, valuables and goods received by the Lodge.
- Issue access cards using the and oversee the Lodge Porters operation of the Access Control System, ensuring that all access cards are kept updated and issue original or replacement cards as required.
- Ensure that the College pass system is operated correctly and within guidelines.
- Report concerns regarding student welfare promptly, accurately and confidentially, according to procedures.
- Assist the Lodge Manager in ensuring that fire drills are organised at regular intervals.
- Check the contents of College first aid boxes regularly so that their contents are maintained at the required level.
- Assist the Lodge Manager in carrying out risk assessments within the Lodge as required.
- Ensure that cash control systems are correctly administered and accurate records are kept of monies received.
- Maintain the 'no cycling' policy within the College grounds and assist the Lodge Manager with organising a annual bicycle cull and bicycle registration scheme.
- Assist with all administrative duties, such as the production of telephone lists, signs and notices.
- Assist the Lodge Manager with the operational arrangements for the College gym.
- Oversee parking within College according to the College Car parking policy.

Selection Criteria

Essential

- Previous experience of supervising staff
- Able to deal with emergency situations calmly and provide an appropriate response
- Excellent communication skills, verbal and written, in English
- Physically fit and able to respond quickly to emergencies within the College, including up several flights of stairs
- A calm, positive and professional manner
- A team player with the ability to take an authoritative approach when needed.
- Good general IT skills, including Microsoft Outlook, Word and Excel with the ability to use databases
- Able to prioritise own work and that of Lodge Porters
- Able to multi task in a busy environment
- Able to make decisions, work unsupervised when required and use initiative appropriately, particularly in the absence of the Lodge Manager
- Able to understand and follow procedures
- Able to motivate and train others and display a positive attitude towards continuous development
- Able to complete and maintain accurate written and computerised records
- Understanding of security and safety issues relating to an Oxford College or similar institution
- Competent in handling cash and allocating monies accurately
- A flexible attitude towards working hours and to be able and willing to work additional hours, evenings and weekends as required. Be prepared to change rostered hours occasionally if needed (e.g. in case of staff shortages)
- A keen awareness of the need for confidentiality and discretion for self and the team at all times, including some knowledge of Data Protection requirements.
- An understanding of Equality and Diversity and the ability to observe and promote good practice in this area in accordance with relevant policies and guidelines

Desirable

- Working in a reception or front-line customer service environment
- Working in a College or University environment
- First aid qualification
- Conflict Resolution or similar training
- Carrying out and updating risk assessments
- Awareness of Health and Safety legislation

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.

Duration	This is a permanent, full-time, post and will be dependent on satisfactory completion of a six-month probationary period. The appointment will be made subject to a satisfactory enhanced check with the Disclosure and Barring Service and other pre-employment checks as listed below.
Salary	<p>The starting salary will be <u>£23,839</u> per annum for 37.5 hours per week. This equates to an hourly rate of pay of £12.22. The post is aligned to Band 5 of the Somerville College pay spine with a salary range of £23,839 to £26,810 .</p> <p>Upon successful completion of the probationary period, individual salaries are increased in May of each year to the next spine point within the respective salary band, until the top of the pay band has been reached. In addition the College pay spine is uplifted for cost of living on a regular basis, normally annually.</p>
Hours of Work	Normal hours of work will be worked on a rotating shift of 7.00 am to 3.00pm on and 3.00pm to 11.00pm in alternate weeks. Total weekly hours will be 37.5 hours per week exclusive of meal breaks.
Holiday Entitlement	The post holder will be entitled to 33 days holiday a year inclusive of 8 public holidays. Agreed College closure days will be deducted from the leave entitlement.
Pension	The post holder will be eligible for membership of a contributory Group Personal Pension scheme, from the commencement date of the appointment (subject to age requirements).
Life Assurance	College Employees are covered by free life assurance for the duration of their employment (subject to age requirements).
Meal Entitlement	Meals on duty will be provided free of charge.
Sickness Benefit	A maximum of (pro-rata) six weeks' sick pay at full pay, calculated in any rolling twelve month period, subject to satisfactory notification of absence and production of medical certificates.
Employee Assistance Service	A confidential 24/7 telephone advisory and counselling service is available to all College employees and their family members who live in the same household.
Childcare	Somerville runs a small on-site Nursery. College employees may choose to enter a childcare salary sacrifice scheme (under the Income & Corporation Taxes Act 1988), which allows tax and national insurance exemption for this benefit. Alternatively employees may apply for childcare vouchers from 'Kids Unlimited'.
Training	The College will support the post holder to undertake any relevant training to enhance his or her work performance, and financial support for these development activities will be provided where appropriate.
Smoking policy	No smoking is allowed in any part of the College.
Parking	On-site parking facilities are available to Lodge staff working late or night shifts

Application Procedure

1. Download the Somerville College application form from the College website at www.some.ox.ac.uk/jobs
2. **Email your completed application form to the Human Resources Manager at: human.resources@some.ox.ac.uk stating vacancy reference 900224.**
3. Ensure you complete the personal statement section of the application form demonstrating how your skills and experience meet the person specification. Your application will be judged solely on the basis of how well you demonstrate that that you meet the selection criteria outlined above.
4. A curriculum vitae should also be included, but please note that CVs submitted on their own will be not considered or accepted as complete applications.
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, separately from your application 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.
8. **The closing date for completed applications is 10am on Tuesday, 29th March 2016**
9. **Interviews are likely to be held in the week beginning 11th April 2016.**

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.

March 2016