



Further Particulars

Lodge Porter

(Ref 900271)

We are looking for a self-motivated individual who reacts well under pressure and is able to respond effectively to emergencies or other incidents. The ideal candidate will be flexible, able to work confidentially, courteously, calmly and discreetly under pressure and have previous experience in customer-facing or service roles.

You will be responsible to the Lodge Manager or Deputy Lodge Managers and undertake a wide variety of duties which include staffing the reception desk and responding to all manner of queries, monitoring security systems and responding to emergency monitoring equipment, such as fire alarms or accidents. You will also be responsible for the monitoring and controlled access into the College premises and buildings by visitors, guests and contractors.

The successful candidate will have a key role in supporting other departments in the College, particularly in the arrangement of conferences and other events in College. They will ensure that lecture rooms and conference facilities are properly and correctly prepared to meet customer requirements. This will include moving furniture and equipment around College at various and unsocial times of day, which is very much demand led and can be very physical. A good standard of general physical fitness and sound communication skills in English are key requirements for this post.

You 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, both weekdays and one day each weekend. Some flexibility and willingness to work additional hours and/or weekends will also be required.

Lodge staff provide first line response to any accidents in College and are therefore required to become qualified first aiders. The successful candidate will also 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. We offer generous benefits and full uniform, first aid and training will be provided.

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



Main Duties

- Provide high quality reception and general information services for College and University members, and the public.
- Provide reception services for bed and breakfast guests and conference delegates during term and vacation.
- Operate and input of the College electronic access card system.
- Operate the telephone switchboard, transferring calls to correct recipients and taking messages when appropriate.
- Receipt, sorting, and forwarding of University mail, royal and registered mail, documents, newspapers and messages. Inform the recipients of parcels and registered post of its delivery and ensure its safe keeping until its collection.
- Operate the Lodge franking machine ensuring post is ready and correct for posting.
- To assist in monitoring security of the College; to include monitoring College alarm systems, the challenging of trespassers and, if required, asking them to leave. The correct and lawful operation and monitoring of the College CCTV system, undertaking regular security checks of college premises, operating security gate allowing access of permitted vehicles to the traffic quad.
- Record any incidents in the Lodge message book or via email and provide timely and accurate reports of any incidents, accidents as necessary to the Lodge Manager or Deputy Lodge Manager.
- Follow the Lodge protocols, Emergency Procedures and Guidelines for the Porters. Ask the Lodge Manager for clarification of any points not understood.
- Keep up-to-date, understand and follow the College emergency procedures including fire and other emergencies.
- To be prepared to act in the event of any emergency, contacting the appropriate 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: FORUM Student/Guest check-in, access control card security system, asset management monitoring, College alarm system and digital CCTV monitoring system.
- Correct and accurate issuing of keys and Access Control cards to students, college members' contractors, bed and breakfast guests and conference delegates, ensuring that accurate records are maintained at all times. Inform Lodge Manager of any loss or breakage of any key or access card in a timely manner.
- To assist in the setting up of meeting rooms for college use and conferences.
- In the absence of the general assistant, or with the assistant, remove rubbish within the college grounds or complete general cleaning duties, ensuring the college grounds are kept clean and tidy.
- Sell souvenirs held in the Lodge and keep accurate records of sales, ensuring the safe keeping of any money received.
- Receipt of payments by bed and breakfast guests and keep accurate records of such.
- Ensure that all notices on notice boards are current and any out of date notices are removed.
- The receipt and correct recording of found or lost property and stored in a secure property cupboard.
- At the commencement of each new shift ensure that you are fully briefed and up to date with any incidents by using the Lodge message book, information file and e mail.
- During rest breaks throughout the day, porters may be required to respond to any emergency that may arise.
- Be prepared to work night shifts, with proper training, from time to time.
- Adhere to the College's Health and Safety Policy, carrying out duties in accordance with training and instruction received. Inform the Lodge Manager or Deputy of any potential hazard or danger; and take reasonable care at all times to guard personal safety and that of all people who may be affected by the job holder's actions at work.

Selection Criteria

Essential

- Physically fit: able to respond swiftly to emergencies at any location in College including the negotiation of several flights of stairs, able to move furniture, set up meeting rooms, and the assembly of the College marquee.
- Excellent interpersonal, communication and time management skills.
- Excellent personal presentation.
- Experience of working within a customer-facing or service environment.
- Able to work confidently, courteously and effectively as an individual or as part of a team.
- Able to interact courteously and appropriately with all College members, including students, academic and support staff, and conference delegates and members of the public, at all times.
- Excellent communication skills in English (verbal and written skills), including the use of the telephone.
- Able to recognise sensitive situations and deal with them appropriately and within the guidelines as laid down by the College.
- Able to work discretely and maintain confidentiality at all times.
- Able to respond swiftly and appropriately to emergency situations.
- Able to work under pressure and meet deadlines.
- Basic computer literacy, including the use of email and the ability to use databases with training.
- Able to work both morning, evening and weekend shifts, with flexibility during peak times
- Good numerical skills and competent with handling cash.
- Able to adhere to standard procedures and protocols.
- Maintain confidentiality at all times.
- Flexible and adaptable with a positive approach to change and new challenges, training and self-development

Desirable

- Previous experience of working in a customer facing environment.
- Previous experience of shift work/night work.
- First aid qualification or willingness to become a first-aider.
- 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.

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| Duration | This is a permanent, full-time, post and will be dependent on satisfactory completion of a three-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 £19,177 per annum for 37.5 hours per week. This equates to an hourly rate of pay of £9.83. The post is aligned to Band 3 of the Somerville College pay spine with a salary range of £19177 to £20877.</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 and 3.00pm to 11.00pm in alternate weeks and including alternate weekends. 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. Complete the application form and supporting statement **in your own handwriting**
3. **Scan and email your completed application form to the Human Resources Manager at:**
human.resources@some.ox.ac.uk or post to Human Resources Manager, Somerville College, Woodstock Road, OX2 6HD - stating vacancy reference 900271.
4. 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 on the basis of how well you demonstrate that that you meet the selection criteria outlined above.
5. A curriculum vitae (which does not have to be hand-written) should also be included, but please note that CVs submitted on their own will be not considered or accepted as complete applications.
6. 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
Human Resources Department
Somerville College, Woodstock Road
Oxford. OX2 6HD
7. 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 Equality Act 2010.
8. Communication regarding the status and outcome of your application will be made via e-mail.
9. **The closing date for completed applications is 10am on Monday, 4th September 2017**
10. **Interviews will be held in the week beginning 18th September 2017.**

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 an enhanced Disclosure and Barring Service (DBS) check..

August 2017