



Further Particulars

Lodge Receptionist

Ref 900534

Starting salary £27,085 p.a.

We are looking for a self-motivated individual who copes 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 and calmly in all manner of situations and have previous experience in customer-facing or service roles. A good standard of general physical fitness and sound communication skills in English are key requirements for this post.

You will undertake a wide variety of duties including staffing the reception desk, dealing efficiently with queries, monitoring security and access systems and responding to emergencies, such as fire alarms or accidents. Lodge staff provide first-line response to accidents in college and are therefore required to become qualified first aiders. The successful candidate may also be required to undergo Disclosure and Barring Service (DBS) check.

You will need to have the personal flexibility to participate in a rotating shift system comprising a three-week rota of morning shifts from 7am to 3pm, day shifts 9am to 5pm (or 10am to 6pm), or evening shifts from 3pm to 11pm throughout the week/weekend. Please note that the above rota is under review and is expected to be replaced by a Monday-Friday only work pattern (no weekends) in due course. Full uniform 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 630 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 staff providing reception and security services for the College. The department is managed by the Lodge Manager, and they are 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.

Main Duties

- Provide a high-quality reception and information service for college members and visitors.
- Use the accommodation and events booking system (Mercury) for retrieving information as needed on matters that affect the Lodge.
- Monitor and respond to any fire alarms in a competent, swift and calm manner.
- Respond to any first-aid emergencies as required.
- Provide reception services for bed and breakfast guests and conference delegates
- Operate the College electronic access card SALTO system.
- Operate the telephone switchboard, transferring calls correctly and taking messages.
- Manage the daily receipt, sorting, and forwarding of mail, newspapers and messages. Inform recipients of parcels and registered post and ensure safe keeping until collection.
- Operate the Lodge franking machine.
- Assist in monitoring College security including; alarm systems, the safe challenging of trespassers, correct and lawful operation and monitoring of CCTV systems, regular security checks and operating security gate access to permitted vehicles.
- Record any incidents in the Lodge message book or via email and provide timely and accurate reports of incidents and accidents as necessary to the Lodge Manager or deputies.
- Operate, after training, the following computerised systems: student/guest check-in, access control card security system, College alarm systems and digital CCTV monitoring system.
- Carry out clerical duties, such as updating College notice boards and receipt/recording of found/lost property.
- At the beginning 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 email.
- Keep up to date with and follow the Lodge and College protocols, emergency procedures and guidelines.
- Be prepared to act in the event of any emergency, contacting appropriate emergency services, informing the Duty Manager and/or Dean/Welfare Advisor and assist as needed.
- Correctly issue keys and access cards to students, college members, contractors, bed and breakfast guests and conference delegates, ensuring that accurate records are maintained. Inform Lodge Manager of loss or breakage of keys or cards in a timely manner.
- Sell souvenirs held in the Lodge and keep accurate records of sales, ensuring the safe keeping of any money received.
- Receive and record payments by bed and breakfast guests.
- During rest breaks throughout the day, Lodge staff may be required to respond to 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 anyone who may be affected by your work.

- Accurately record any accidents or incidents reported and forward to the Lodge Manager.
- Compete other reasonable tasks requested by the Lodge management team, commensurate with role.

Selection Criteria

Essential

- Physically fit: able to respond swiftly to emergencies at any location in college, including travelling up several flights of stairs
- Experience of working within a customer-facing or service environment.
- Able to interact confidently and courteously with all College members and visitors
- Excellent communication skills in English (verbal and written), including the use of the telephone.
- Able to recognise sensitive situations and deal with them appropriately
- Able to work discretely and maintain confidentiality at all times.
- Able to respond swiftly and appropriately to emergency situations.
- Able to work calmly under pressure and meet deadlines.
- Basic computer literacy, including email and the ability to use databases with training.
- Able to work morning, evening and weekend shifts, with flexibility during peak times
- Good numerical skills and competence with handling cash.
- Able to adhere to standard procedures and protocols.
- Flexible and adaptable with a positive approach to change and new challenges, training and self-development
- Reliable and trustworthy with excellent time keeping

Desirable

- Previous experience of working in a college environment or similar institution.
- First aid qualification or willingness to become a first-aider.
- Awareness of Health and Safety legislation.
- Knowledge of General Data Protection Regulations and how they apply to a reception/Lodge setting
- Experience in a customer-facing role

Terms and conditions

Full terms and conditions 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 probationary period. The appointment may be subject to a satisfactory check with the Disclosure and Barring Service and other pre-employment checks as listed below.
Salary	The starting salary will be £27,085 p.a. and is based on a working pattern of 37.5 hours per week (salary equivalent of a 40-hour week, with 37.5 hours being worked plus 2.5 hours of paid breaks). The College pay spine is reviewed regularly.
Hours of Work	Normal hours of work will be worked on a rotating shift of 7.00 am to 3.00pm, 9.00am to 5.00pm and 3.00pm to 11.00pm during the week and at weekends on a 5 out of 7 days basis. Please note that the above rota is under review and is expected to be replaced by a Monday-Friday only work pattern (no weekends) in due course. Total average weekly working hours will be 37.5 hours per week.
Holiday Entitlement	The post holder will be entitled to pro-rata of 38 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 which provides an employer contribution of up to 16% of salary
Life Assurance	College Employees are covered by free life assurance for the duration of their employment (subject to age requirements).
Meal Entitlement	A meal on duty will be provided free of charge during the designated meal break on shift.
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.
Other benefits	Somerville runs a small on-site Nursery. There is a small on-site Gym, free to use for staff members Full uniform and training provided Various discounts and benefits are available through the University card issued to all staff
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.

Parking

On-site parking facilities may be available to Lodge staff working late or night shifts but cannot be guaranteed.

How to apply

Please apply via www.some.ox.ac.uk/about/jobs using our online recruitment site.

There is no closing date for this vacancy. Applications will be assessed as they arrive and suitable candidates invited to interview. The post will remain open until filled.

Equal Opportunities

Our policy and practice is that all staff are afforded equal opportunities. Entry into and progression within employment will be determined only by personal merit and the application of criteria related to the duties of the post. 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 any protected characteristic. Where suitably qualified individuals are available, selection panels will contain at least one member of each sex

Your data

All data supplied will be used only for the purposes of determining suitability for the post and will be held in accordance with the principles of the General Data Protection Regulations 2018 and the College's policies. Further details are available at <https://www.some.ox.ac.uk/privacy-foi/privacy-notice/>

Pre-employment Screening

Any offer of employment will be subject to the following:

1. Documentary proof of right 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 start. Our HR team will provide further details at the appropriate stage in the process.

2. Evidence of qualifications

You will be asked to provide original certificates and documentation to evidence any qualifications, licences, registration or training that is required for the role and that has been stated by you as having been obtained.

3. Medical fitness

Any offer of employment will be conditional upon receipt of a completed pre-employment medical declaration. If necessary, confirmation of medical fitness for the post (allowing for any reasonable adjustments that may be required, in line with the provisions of the Equality Act 2010) may need to be obtained by via our Occupational Health provider.

4. Further checks

Where required for the role, further checks, such as DBS, may be required. The HR team will advise applicants of the need for any additional checks as appropriate.

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