



## **Further Particulars**

### **Lodge Receptionist – Weekend Nights**

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.

To have **joint responsibility** for providing an overnight security and reception service on weekend nights, operating the telephone switchboard, monitoring college security CCTV system, fire alarm systems, responding expeditiously and effectively in dealing with them and dealing initially with all incidents relating to members of the College.

You will be responsible to the Lodge Manager and managed by the 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 and effective internal and external patrols of all buildings.

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 night Lodge duties. Lodge staff provide first line response to any accidents in College and are therefore required to become qualified first aiders.

We offer generous benefits and full uniform. First aid training will be provided.

### **About Somerville College**

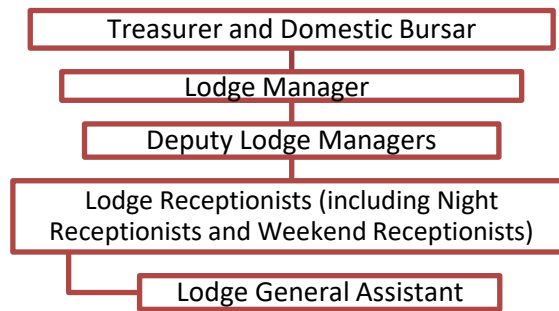
Somerville is a forward-looking and adventurous College with a reputation of openness and inclusiveness. It is among the most international of the Oxford colleges that admit both undergraduate and graduate students, and is a friendly and diverse place which provides access to research, learning and the 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 and professionally at all times whilst at work.

## Lodge Organisation Chart



For further information about the College, please visit [www.some.ox.ac.uk](http://www.some.ox.ac.uk)

## Main Duties

- To have joint responsibility for providing overnight safety and security service to students, staff, and visitors in residence and to act as the initial point of contact responsible for all out of hours incidents.
- To provide “Out of Hours” reception and general information service for College members and conference delegates, operating the College telephone switchboard, transferring calls to the appropriate lines and taking messages when appropriate, and dealing appropriately with any mail or messages.
- To ensure that any information concerning student welfare or student discipline is relayed to the appropriate people promptly, accurately and confidentially, complying at all times with GDPR.
- To be prepared to act in the event of any emergency, contacting the appropriate internal and external services, and assisting in whatever way possible, in line with College procedure. This involves exercising judgement about when to contact the appropriate College manager(s).
- To respond to First Aid Incidents and give appropriate treatment where necessary and/ or arrange to have the injured party transferred to hospital.
- To monitor security of the College; to include undertaking regular internal and external security checks of College premises, use the University lone worker radio system by booking on and off at the start and end of the shift, regular monitoring of the digital CCTV equipment and operating security traffic gate allowing access to traffic quad.
- To record details of incidents by writing concise and legible reports in the Lodge Report book for the information of colleagues, the Duty Deans and appropriate College Officers. To complete First Aid Incident Reports as appropriate, for the information of the Lodge Manager.
- To keep a vigilant eye for unauthorised visitors and be prepared to challenge them if necessary.
- To be able to respond to Fire alarm activations in a prompt manner and to be proficient in being able to understand and operate the electronic fire panels. Taking appropriate action to control the situation, informing the emergency services and Junior Deans if necessary.
- To operate and monitor the computerised Asset Management systems and to be able to take appropriate and prompt action in the event of an alarm being activated.
- To provide general enforcement of the College rules under the instruction of the appropriate College Officers and Deans and to assist the Junior Deans.
- To issue keys and Access Cards as required with sole responsibility for maintaining the records on key / card deposits whilst on duty.
- To operate the debit card payment system when required, in connection with accommodation or college merchandise.

## **Selection Criteria**

### **Essential**

- Able and willing to work night shifts during the weekend
- Must have a level of fitness required to be able to respond swiftly to emergencies at any location in College and challenge intruders appropriately when required
- Experience of working within a security role
- Experience of working within a customer-facing or service environment, dealing courteously with a range of students, staff and visitors
- Able to recognise sensitive and emergency situations and deal with them appropriately, following standard procedures and protocols
- Discretion and the ability to maintain confidentiality at all times
- Able to work calmly under pressure
- Good communication skills in English (verbal and written), including the use of the telephone
- Basic computer literacy, including the use of email, basic record keeping and the ability to use databases with training
- Good numerical skills and competent with handling cash
- A flexible approach to duties and a willingness to undertake further training as required

### **Desirable**

- Previous experience in a College environment or similar institution
- First aid qualification (training will be provided)
- An awareness of issues relevant to the University and the Colleges in relation to security and student welfare

## 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.

<b>Duration</b>	This is a permanent part-time post and the appointment will be made subject to (i) satisfactory employment checks as detailed below within under 'Pre-Employment Screening'; and (ii) satisfactory completion of a three-month probationary period. The post holder will be required to undertake a DBS check and first aid training
<b>Salary</b>	The starting salary will be £11,490 p.a. for 16 hours per week, which is aligned to Band 4 of the Somerville salary scale for support staff and equates to an hourly rate of £13.81. In addition the College pay spine is uplifted for cost of living on a regular basis, normally annually.
<b>Hours of Work</b>	Normal hours of work will be 16 per week, 11.00 pm to 7am Saturday and Sunday. Some flexibility with working hours will be required on occasions in order to meet the demands of the post and the lodge rota.
<b>Holiday Entitlement</b>	Pro rata for part time staff, inclusive of eight public holidays (full-time Support staff are entitled to 38 days of paid leave per annum). Agreed College closure days and bank holidays taken are deducted from the total leave entitlement.
<b>Pension</b>	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).
<b>Life Assurance</b>	College Employees are covered by free life assurance for the duration of their employment (subject to age requirements).
<b>Meal Entitlement</b>	Meals on duty will be provided free of charge.
<b>Sickness Benefit</b>	A maximum of six weeks' sick pay at full pay (pro-rata for part-time), calculated in any rolling twelve month period, subject to satisfactory notification of absence and production of medical certificates.
<b>Employee Assistance Service</b>	A confidential 24/7 telephone advisory and counselling service is available to all College employees.
<b>Childcare</b>	Somerville runs a small on-site Nursery and further details can be found at <a href="http://www.some.ox.ac.uk/living-here/st-pauls-nursery/">http://www.some.ox.ac.uk/living-here/st-pauls-nursery/</a>
<b>Training</b>	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.
<b>Smoking policy</b>	No smoking or vaping is allowed in any part of the College.
<b>Parking</b>	Unless related to a disability, there will be no parking available on College premises for the post holder.

## Application Procedure

**There is no closing date for this vacancy. Applications will be assessed as they arrive and suitable candidates invited to interview. Early application is advised.**

**Applications should be made via the online recruitment site at [www.some.ox.ac.uk/jobs](http://www.some.ox.ac.uk/jobs)**

Communication regarding the status and outcome of your application will be made via e-mail.

## 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 2018 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.