Somerville College

University of Oxford

www.some.ox.ac.uk

Further Particulars
Weekend Lodge Receptionist – alternate weekends

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 and calmly in all manner of situations and have previous experience in customer-facing or service roles.

The working pattern consists of one weekend, once a fortnight (Saturday and Sunday) of afternoons (3 p.m. to 11 p.m).

You will have a key role in supporting other departments in the College, particularly in the arrangement of conferences and other events in College, ensuring that lecture rooms and conference facilities are properly and correctly prepared to meet customer requirements. A good standard of general physical fitness and sound communication skills in English are key requirements for this post.

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

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

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, who is supported by two Deputy Lodge Managers.

The Lodge is 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. Receptionists are required to wear a uniform and to present themselves smartly at all times whilst at work.

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 safekeeping until its collection.
- Operate the Lodge franking machine ensuring post is ready and correct for posting.
- Assist in monitoring College security including; monitoring alarm systems, challenging trespassers and, if required, asking them to leave, correct and lawful operation and monitoring of the CCTV system, undertaking regular security checks of premises 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 any incidents and 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.
- Following instruction on college booking system, set up of meeting rooms for college use and conferences.
- Moving and setting up furniture within the college as and when requested by the Lodge Manager/Deputies.
- 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.
- Accurately record, in the College accident book, any accidents or incidents reported to the lodge and forward the same to the Lodge Manager.
- Complete any other tasks as requested by the Lodge or Deputy Lodge Manager based on departmental need commensurate with the level of the post.

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.
- 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
- 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.

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, part-time post and will be dependent on satisfactory completion of a three-month probationary period. The appointment will be made subject to satisfactory employment checks as detailed below under 'Pre-Employment Screening'.
Salary	The starting salary will be £6,898 p.a. for 15 hours per fortnight, which is aligned to Band 3 of the Somerville College salary scale for support staff and equates to an hourly rate of £14.42 per hour. The College pay spine is uplifted for cost of living on a regular basis, normally annually.
Hours of Work	Normal hours of work will be 15 per fortnight, Saturday to Sunday, 15:00 to 23:00 every other 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, 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	A meal 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.
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 or vaping is allowed in any part of the College.
Parking	On-site parking facilities may be available to Lodge staff working late or night shifts but cannot be guaranteed.

Application Procedure

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

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

Closing date for completed applications is noon, Friday 20 November 2026.

Interviews are likely to be held early December 2026, in-person in Oxford.

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.

April 2025