



LINACRE COLLEGE, OXFORD

Job Description and Further Particulars

Lodge Porter

The College

Linacre College was established by the University in 1962 to provide a home for graduate students coming to Oxford to read for postgraduate degrees. The College accepts students for all full-time and many part-time post-graduate qualifications offered by the University. There are currently over 700 graduate students at Linacre, with approximately 350 studying for doctorates and the remainder taking post-graduate taught courses. More than 70% of Linacre students are from outside the UK, representing over 80 different countries and most have not studied in Oxford or the UK before.

Linacre is a friendly and informal community that offers a mature environment suitable for post-graduate study. It has a single Common Room, shared by Fellows, staff and student members alike. The College currently has over 50 Governing Body Fellows. Most of these are Professors, Associate Professors and Lecturers in a wide range of subjects. Students are attracted to Linacre by its multi-disciplinary and international character, and by the fact that it is strongly committed to reducing its impact on the environment.

Linacre College welcomes diversity amongst its students, staff and visitors, recognising the contributions to the achievement of the College's mission that can be made by people from a wide range of backgrounds and experiences. The College is committed to the principle of equality of opportunity in the conduct of the recruitment and selection process for all advertised posts.

The Post

The Lodge plays a vitally important role in the day to day running of the College and manages all post distribution, phone calls, student enquiries and general administration.

You will be organised, have an eye for detail, and be able to prioritise a range of tasks. As a first point of contact for visitors to the College you will need to have good interpersonal and communication skills. You should be used to working with a degree of accuracy, and be able to work within existing administrative procedures. You will need to be able to demonstrate relevant IT skills and be able to work in a small, closely-knit team.

Selection Criteria

Essential

- Relevant professional experience (e.g., in a reception, lodge, or other front of house role).
- Good interpersonal, communication and time management skills.
- A positive attitude, approachable demeanour and problem solver.
- A professional and proactive attitude in providing services and dealing with enquiries.
- A willingness to learn new skills and a commitment to their professional development.
- General IT skills, including the ability and willingness to learn new systems and make best use of existing ones.
- The ability to remain calm under pressure and to deal with difficult situations.

Desirable

- Professional experience in a customer-facing role.
- Experience of working in a College environment.

Personal Attributes

- Professionally-presented and well-groomed at all times.
- Awareness and sensitivity to different cultures and languages.
- Personal resilience, in terms of stamina and ability to handle occasional challenging situations with calmness and diplomacy.
- Flexibility.
- Composure and good judgement under pressure or in an emergency.
- Empathy, compassion, and an ability to see things from different perspectives.

Hours

The post is based on an average of 42 hours per week which includes a half hour (unpaid) break daily. A typical shift pattern would be four shifts on which are typically rota'd as two days and two nights (including nights and weekends) followed by four days off. The post holder will be required to work the hours necessary to fulfil the job requirements and subject to operational needs. A willingness and ability to adopt a flexible approach to working hours and duties is essential according to the requirements of the College.

On occasions you may be required to work beyond the regular shift times, as the operation demands and to attend meetings/training; time off in lieu or additional overtime hours will be paid in agreement with the Lodge Manager. This is to ensure the Lodge has sufficient cover 24 hours each day throughout the year.

How to apply and conditions of employment

The post will be offered on Grade 4 of the University pay scales at approximately £13.93 per hour.

The holder of the post will be eligible for membership of the Oxford University Pension Scheme (OSPS)

The appointment will be subject to a probationary period of six months, during which time the appointment may be terminated by either party on one week's notice. Thereafter the required notice period will be three months on either side.

There is an annual leave entitlement of 38 working days, which includes the 8 statutory public holidays.

Lunch when on duty and when the College kitchen is operational is provided free of charge.

All staff are members of the College Common Room and have access to College sport and recreation facilities.

Applicants must be eligible to work in the UK. They will be required to provide suitable evidence to demonstrate this. A list of acceptable documents can be found on the Home Office website.

Please apply on the [College Website](#) and up load a CV in pdf format. Questions about the post should be addressed to HR Officer at hr@linacre.ox.ac.uk in the first instance. If you require the application form in a different format please do contact the HR Officer.

Deadline for applications is Tuesday 2 April 2024 at 12:00pm (noon).