



# Linacre College

## Job Description and Person Specification

### About the Post:

<b>Job Title:</b>	Lodge Porter
<b>Line Manager:</b>	Lodge Manager
<b>Salary:</b>	£28, 974.40 (approximately £13.93 per hour) with an Oxford weighting of £1500 per annum starting from the 1 November 2024
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	The post is based on an average of 42 hours per week which includes a half hour (unpaid) break daily.
<b>Additional Information:</b>	<p>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.</p> <p>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.</p>

### About the role:

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.

Your role will include, but is not limited to, the following tasks and responsibilities:

### Responsibilities:

#### Customer service

- Ensuring the efficient, friendly and informative reception of visitors to the College. This includes students, staff, conference guests, members of the public and contractors/suppliers.

- Act as the first point of contact with members of the College, guests, visitors, contractors and the general public. An essential part of this role is the ability to triage all who present themselves to the Lodge for a whole range of queries and requests to the most suitable department or person.
- Ensuring the prompt, efficient and friendly handling of incoming telephone calls and e-mails directed to the Lodge.
- Sort incoming and outgoing mail including parcels, handling all deliveries received and forwarding accordingly
- To be confident in handling complaints. Able to remain calm and composed to resolve the guest's complaint quickly and to ensure all relevant departments are made aware of both the issue and the action taken to resolve it.
- To be professional, diplomatic, discrete and friendly at all times to a wide variety of people from differing cultures and backgrounds.
- Check in / out for students and guests with the use of the college accommodation management system accordingly.

### Safety & Security

- Together with the Lodge Manager, ensure that the security of the College is maintained at all times to provide a safe and secure environment.
- Be fully conversant with the College alarm systems, including Fire, CCTV and security and be in a position to respond to any incident arising.
- Responsible for issuing and receiving keys / fobs, ensuring that only authorised persons have access to them and keeping accurate records of issues and receipts.
- Providing an appropriate level of response to contingencies, including emergencies, arising within and around the College, ensuring effective initial communication to and between interested parties.
- Be first aid trained (training will be provided) and act as first responder to incidents and to coordinate with emergency services or University Security where appropriate.
- Monitor and ensure prompt response to the accessible bathroom and lift alarms.
- Provide a safe physical space for students who feel under threat to come to for support and reassurance. Provide immediate assistance and signpost students to more professionally experienced and qualified staff in slower time.
- Carry out regular security patrols and deal with any security or behavioural issues appropriately and professionally. Being vigilant at all times and able to confidently, but tactfully and politely challenge anyone who appears to need assistance.
- Be responsible for providing written incident reports in line with college policy.

### Operational duties

- Ensure the Lodge area is clean, tidy and organised and promotes a professional and welcoming first impression of the college.
- Ensuring accurate and detailed handovers between shifts.
- Support the Maintenance team in making initial assessments out-of-hours in resolving maintenance problems, referring as necessary.
- Record all payments and charges associated with the Lodge service offerings.
- To take responsibility for overseeing car parking arrangements within the College premises on a day-to-day basis, as per College procedures.

- Ensure that noise disruption is kept to a minimum and that procedures for managing noise or behaviour issues are complied with to minimise the impact on residents.
- Take bookings for music rooms, punts and related activities and maintain relevant records, liaising with other relevant departments as appropriate.
- Receive and record lost property items, storing such items in the securely in the Lodge.
- To comply with any other reasonable request when required by the Domestic Operations Manager and the Lodge Manager.
- Support the events and conferences team in ensuring that meeting rooms are presented as per function sheet. This includes the setup of the meeting rooms, the presentation of refreshments and the return of meeting room to a state of readiness for the next meeting.

## Welfare

- Support College officers, including Junior Deans, in the provision of appropriate pastoral care throughout the College community triaging all welfare related issues to the correct service and also by providing an on-call emergency response to OUSS-triaged call outs.

## About Linacre 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.

## 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.

## How to apply and conditions of employment:

Please apply on the [College Website](#) and upload a CV in pdf format. Questions about the post should be addressed to HR Officer at [hr@linacre.ox.ac.uk](mailto: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.

The post will be offered at £28, 974.40 (approximately £13.93 per hour) with an Oxford weighting of £1500 per annum starting from the 1 November 2024

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.