



# Oriel College

UNIVERSITY OF OXFORD

## Lodge Porter (Nights)

**Hours:** 7pm-7am (4 days on, 4 days off on a rota basis).

The post holder will be asked to work day shifts on their shift pattern if the need arises.

**Salary:** £26,411 p.a.

**Supervised by:** Lodge Manager

### **Job Contribution:**

An exciting opportunity has arisen to join our busy team as a Night Lodge Porter. Duties will include meeting and greeting a broad range of visitors to the college, answering incoming telephone calls, handling emergencies including welfare issues, security patrols and helping maintain good order throughout the College.

### **Responsibilities:**

- 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.
- Ensuring the prompt, efficient and friendly handling of incoming telephone calls to the Lodge switchboard.
- 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.
- Maintaining day to day security of buildings, property and persons on the College sites, including the efficient management of keys and monitoring of fire alarms, CCTV, and intruder alarms and access control systems.
- Ensuring the prompt and efficient handling and of incoming and outgoing mail; this includes sorting the mail and parcels in a prompt and tidy way.
- Completing College Guest room and Teaching room bookings in a timely manner.
- Ensuring that good student order is maintained.

- Maintaining the Lodge and entrance area as an efficient and presentable front office for the College
- Safeguarding and accounting for all monies received at the Lodge

### **Qualities, Experience and Qualifications**

The College Porters need to be:

- Alert and vigilant; communicative; polite, patient and friendly both in person and on the telephone;
- Capable of exercising firmness with students and responsive and Pro-active in approach to the provision of help.
- Experience of assisting with welfare issues is desirable.
- Previous work in a College environment is ideal.
- Previous experience in public reception responsibilities, and security industry is desirable.
- Candidates should be PC literate.
- Good level of English and Maths.
- DBS Disclosure.