

|  |  |
| --- | --- |
| **Job Title:** | **Deputy Lodge Manager** |
| **Salary:** |  £30,000 - £33,000 (Dependant on experience)  |
| **Job Purpose:** | To work alongside a team of day and night porters and to assist the Lodge Manager with the day-to-day supervision of the Lodge operation.  |
| **Reporting to:** | Lodge Manager |
| **Key internal stakeholders:** | Lodge staffDomestic BursarFellows and academic staffStudentsCollege staffAgency Staff |
| **Direct Reports:** | None |
| **External Contacts:** | Members of the PublicContractorsConference GuestsVisitors |

|  |  |
| --- | --- |
| **Main Accountabilities:** | Promoting a positive and professional perception of the College* Serving as Lodge receptionist
* Coordinating on-site parking for guests and fellows
* Be sensitive to the needs and welfare of the student body.
* Handling telephone calls to the main switchboard warmly and professionally

Lodge maintenance* Managing Lodge logistics and College parcel and post-delivery, keeping the Lodge clean and organised.
* Monitor the lodge email account and check-in and check-out students.
* Act as an information point and communicate relevant information across appropriate departments.

Supporting the Lodge Manager* To deputise in the absence of the Lodge Manager
* To assist the Lodge Manager with staff matters including planning staff levels and supervising casual staff.
* Supporting the Lodge manager in maintaining a safe and secure environment.

Safety and Security* Be the first responder to College alarms in relation to intruder, fire, and water.
* Carry out security patrols and deal with security and behavioural issues appropriately.
* Be fully conversant with the College security systems and procedures, including the monitoring and logging of CCTV.
* Providing written incident reports where these occur.
* Ensuring the Lodge issues keys and/or fobs accurately, complying with necessary procedures.
* Ensuring the maintenance of good student order in conjunction with the Junior Deans.
* Supporting the Works team in making initial assessments out-of-hours in resolving maintenance problems
 |
| **Qualities and Experience:** | Essential* Previous experience of working in a front of house / reception team, or a customer-facing role.
* Ability to deliver excellent customer service.
* Experience of dealing successfully with challenging visitors or guests and an ability to deal effectively and sensitively with difficult situations.
* Ability to develop good working relationships with all users of College facilities.
* A disciplined approach to work with an ability to exercise effective personal judgement where necessary.
* Demonstrable experience of staff management/supervision and motivation.
* To be able to work effectively on own initiative and as part of a team.
* Excellent verbal and written communication skills.
* Experience of planning for service delivery.
* An ability to develop procedures where required.
* A good standard of education (at least A-Level standard, NVQ Level 3, or equivalent).
* Administrative experience and office skills relevant to this role, including MS Office and familiarity with email and digital calendars.
* An understanding of the importance of data protection and GDPR and an ability to follow relevant procedures.
* Be qualified as a First Aider and Fire Marshal (or willing to undertake this training).
* To undertake training suitable to the role.
* This role requires a satisfactory report from the Disclosure and Barring Service.

Desirable* Previous experience of a Lodge Receptionist’s role, preferably at a supervisory level in Oxford Colleges.
* An understanding of the Oxford Collegiate system.
* Basic Knowledge of Fire Regulations and/or Health and Safety.
 |
| **Hours:** | 40 hrs per week, including weekends and bank holiday cover. In some cases, you may be asked to cover the night shift.  |
| **Probationary Period:** | 6 months |
| **Benefits:** | Training* Training in GDPR, Health and Safety, Fire, First Aid, SIA.

Annual leave plus bank and public holidays. Due to operational needs you may be require to work on any bank/public holidays. Meals while on duty. Sickness and absence support.  |

This post does not come with on-site parking.