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| **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 staff  Domestic Bursar  Fellows and academic staff  Students  College staff  Agency Staff |
| **Direct Reports:** | None |
| **External Contacts:** | Members of the Public  Contractors  Conference Guests  Visitors |

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| **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.