

JOB DESCRIPTION

Job title	Deputy Lodge Manager
Department	Lodge
Location	Oriel College, Oriel Square, Oxford OX1 4EW
Salary	£37,500 per annum
Hours of work	40 hours per week, including weekends and bank holiday cover. In some cases, you may be asked to cover the night shift.
Contract type	Permanent
Reporting to	Lodge Manager
Key Stakeholders	Lodge staff Domestic Bursar Fellows and academic staff Students College staff Agency Staff Members of the Public Contractors Conference Guests Visitors

Responsibilities

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

- Supervising Lodge logistics and College parcel and post-delivery, keeping the Lodge clean and organized.
- Monitor Both the lodge's email account and check-in and check-out students on both sites
- Act as an information point and communicate relevant information across appropriate departments.
- Ensuring Salto Locks is updated regularly

Supporting the Lodge Manager

- To deputize in the absence of the Lodge Manager and attend meetings as requested By 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.
- Assisting with first interviews with prospective new Porters
- Supervising Monthly stock takes on College Merchandise reporting results to the Lodge Manager
- Attend meetings where needed to cover the Lodge manager
- Attend weekly meetings with Rectory Road Caretaker
- On-call responsibilities in line with a request from the Lodge manager

Health and Safety, Fire and Security

- Be the first responder to College alarms about intruders, and fire.
- Ensure security patrols are carried out daily and deal with security and behavioral 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 duty Porters log reports
- 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.
- Supervise weekly fire point testing on both sites
- Supporting the Works team in making initial assessments out-of-hours in resolving maintenance problems
- Completing termly key stock takes
- Be on duty during termly fire evacuations
- Supervise monthly Audit of all First Aid kits
- Assist the Lodge Manager with new Staff inductions
- Monitor Night porter's patrol and fire check sheets
- Ensure Contractors wear College Hi-vis at all times on site
- Stay up to date with salto systems

Selection criteria

Essential:

- Previous experience of working in a front-of-house / reception team, or a customer-facing role.
- Ability to deliver excellent customer service.
- Experience in 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.

About Oriel

Oriel College is the 5th oldest Oxford College of the 39 self-governing and independent colleges within the University of Oxford and the oldest Royal Foundation; in 2026 we will be celebrating our 700th birthday. Described by our students as 'the perfect size', with around 600 students we're slightly smaller than the average Oxford college, and our community is tight knit and friendly. Oriel brings together a world-class academic community of leading academics and researchers with high achieving and motivated students, underpinned by around 120 people working in the professional support teams.

Located right in the middle of Oxford in beautiful buildings, the College has a rich history and has been home to Saint John Henry Newman, Saint Thomas More, Sir Walter Raleigh and two Nobel Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit <https://www.orient.ox.ac.uk/>

Pre-Employment Screening

All appointments are subject to proof of the candidate's legal right to work in the UK and receipt of satisfactory references.

You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Data Protection

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation.

The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.

Employee Benefits*

- 38 days holiday (including bank holidays)
- Pension scheme
- Employee Assistance Programme
- Free lunch on each day worked (when the kitchen is open)
- Travel loan scheme (bus, train, bike, car)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Flu jab
- Staff social events
- Free entrance to The University of Oxford Botanic Gardens
- Free entrance to Harcourt Arboretum
- Free membership (via application) to Wytham Woods
- Free access to visit the 45 Colleges that make up Oxford University plus University Libraries
- Free membership of the University Club (social, sporting and hospitality club)
- Free entrance to University museums

Retail

- 10% discount at Ashmolean Museum Café and shop
- 10% discount at Bodleian Library shop
- 10% discount at OUP bookshop
- 15% off at Blackwell's bookshop in Oxford
- Discounts online and in local shops via following the link
<https://hr.admin.ox.ac.uk/discount-codes>
- Discounts on over 100 national brands by applying for a FREE TOTUM Discount card
- Discount on retail, food and fitness via applying for a UNiDAYS account
- Discount on retail, food and fitness via applying for a Student Beans account
- Discount at Howdens Oxford quoting Oxford University

Fitness

- Discounted membership to University sports facilities, Iffley Road
- Discounted membership to the University Club, Mansfield Road (social, sporting and hospitality club)
- Up to 30% discount at various gyms via student membership app UNiDAYS

Healthcare

Discounted private healthcare via Eduhealth <https://www.eduhealth.co.uk/oxford-university>

IT Software

- Free Office 365 software download on up to 5 devices
- Free antivirus software

Training and Development

- Free access to hundreds of online training courses

*Please note that with the exception of holidays and pension provision, the benefits listed are non-contractual and may be subject to change or withdrawn.