

JOB DESCRIPTION

Job title	Lodge Porter
Department	Lodge
Location	Oriel College, Oriel Square, Oxford OX1 4EW
Salary	£30,616 per annum
Hours of work	42 hours average per week, 4 days on 4 days off (the shift pattern may require occasional night shift working as the rota is currently under review).
Contract type	Permanent
Reporting to	Lodge Manager, Deputy Lodge Manager
Liaison with	Deans, students, staff, visitors, University Security Services

Overview of the role

The Lodge is staffed seven days a week, twenty-four hours a day and Lodge staff provide reception and security services for the College. You will be asked to contribute to the efficient and effective running of the College Lodge, providing the highest levels of service to customers (fellows, students, alumni, staff, conference guests and members of the public) and to promote a professional and positive image of the College to everyone who has contact with the Lodge.

Responsibilities

General/ Reception Duties

- 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 and emails 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.
- Assist in the coordination of arrivals and departures for room bookings using the Kinetics booking system; liaising with the Conference Office on any room changes and problems in a timely manner.

- Liaising with other lodge staff especially when changing shift to ensure comprehensive exchange of information.
- Ensuring the prompt and efficient handling 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 promptly.
- 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.

Security

- 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, intruder alarms, and access control systems; Daily fire checks Follow correct procedures for the issuing and receipt of keys/fobs Monitor fire alarm display panels and to ensure a quick response to any fire alarm. Report and action promptly any fault in the system.
- To be fully conversant with the Emergency procedures and the Evacuation Plan and how to implement them when required.
- Monitoring of CCTV and responding to incidents as appropriate.

Support to the Decanal Team

- Be sympathetic to the support and welfare needs of the student body; providing a friendly, approachable and safe environment for students to get information or signposting to the appropriate support resources.
- Liaison with the student welfare team and follow correct procedures with the support of the Decanal Team and senior college officers as appropriate.
- Ensure that any information concerning staff or student welfare is relayed to the relevant senior manager promptly, accurately and confidentially.

Selection criteria

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.

Essential:

- Previous experience of working in a college, hotel reception or similar customer service environment
- Effective written and verbal communication skills
- Sound judgement and decision-making skills to assess problems and identify best course of action
- Work with tact and diplomacy and be adaptable
- The ability to work as part of a team and demonstrate a positive and flexible approach to work
- IT skills- including ability Word, Excel and Outlook

- Undergo an enhanced DBS Disclosure
- Must be prepared to undergo further training if required

Desirable:

- Experience working in a College Lodge Team
- Experience in working as part of a security team
- Knowledge of emergency procedures and First Aid

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 Noble Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit <https://www.oriel.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.