



JOB DESCRIPTION

Job title	Lodge Porter (Nights)
Department	Lodge
Location	Oriel College, Oriel Square, Oxford OX1 4EW
Salary	£28,009 – Oriel College Band 3
Hours of work	42 hours per week – Regularly working nights on a rota basis 4 Nights on, 4 Nights off. 7pm – 7am. Primarily at the Rectory Road Site but, possibly the Main College Lodge. Shifts include bank holidays and weekends (Including Christmas and New Year on a rota basis)
Contract type	Permanent
Reporting to	Lodge Manager, Deputy Lodge Manager, Site Manager Rectory Road
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 and conference guests) 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 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.

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 and bike)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Flu jab (reimbursement)
- Annual pension review meeting
- 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

- Free training via LinkedIn Learning

*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.