



JOB DESCRIPTION

Job title	Day Lodge Porter
Department	Lodge
Location	Oriel College, Oriel Square, Oxford OX1 4EW
Salary	£28,710 per annum
Hours of work	42 hours per week (4 on 4 off shift Pattern 12 hours shifts)
Contract type	Permanent
Reporting to	Lodge Manager, Deputy Lodge Manager

Overview of the role

The role of a Lodge Porter is crucial within the college community and is staffed 24 hours a day all year round, You may be expected to work weekends and Christmas, the Lodge needs to run with courtesy and efficacy at all times. The lodge is the reception point for the college and as such is also responsible for providing information, support and security to academics, students, staff, guests and visitors.

Responsibilities

- Operating the Lodge telephone (transfer calls, answer queries, take and deliver messages)
- Issue keys and access fobs/cards for all accommodation and meeting rooms, ensuring that records are accurate and kept fully up to date and that only authorised persons have access to them
- Deliver high level of customer service to college members, visitors and guests attending college events and functions that are scheduled to take place during the shift
- Give accurate information to callers at the lodge weather over the phone or in person
- Use of software systems and college database
- Receive, sort and distribute all mail delivered to the college in a timely manner
- Deal with all out going mail on behalf of the college
- Dealing with the sales of college merchandise, guest room payments, etc. as necessary
- Receive and record lost property
- Monitor arrivals to college, checking identities
- Monitor CCTV screens and act on any incidents and/or accidents
- Carry out site checks securing all external gates and meeting room. Record any findings following lodge procedures, either resolving or referring on to others as appropriate

- Communicate with other lodge staff to ensure the smooth operation of the Lodge during shift and handover
- Lock up areas of the college in accordance with prevailing timetable
- Correspond with other departments to provide or obtain information as appropriate
- Ensure that the lodge and the entrance area to the college is clean and tidy
- Such other duties as may be required by the Head Lodge Porter from time to time

Selection criteria

Essential:

- 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
- No specialist experience is required, but previous work experience in a customer facing role is essential
- Previous experience in the security sector, or with public reception responsibilities is desirable
- Candidates should be computer literate
- Good level of English and Maths
- DBS disclosure

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.