

## JOB DESCRIPTION

<b>Job title</b>	<b>Lodge Manager</b>
<b>Department</b>	Lodge
<b>Location</b>	Oriel College, Oriel Square, Oxford OX1 4EW
<b>Salary</b>	Oriel Band 7 - Circa £42,000- £45,000 (depending on experience)
<b>Hours of work</b>	40 hours per week
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Domestic Bursar
<b>Liaison with</b>	Fellows, Senior Members, students, staff, visitors, Heads of department

### Overview of the role

The Lodge Manager plays a central support role at the heart of Oriel College, ensuring the smooth and professional operation of the Porters' Lodge, the key hub for information, support, and security for students, senior members, staff, visitors, and guests. As a highly visible and trusted figure, the Lodge Manager is instrumental in maintaining the welcoming, mature and secure environment for which Oriel College is known. From leading ceremonial events to welcoming visitors, the Lodge Manager ensures the Lodge is always a welcoming space and provides excellence in service. Many students, Fellows, and alumni recall fond memories of the lodge porters, who have supported them in challenging situations or contributed to a warm and welcoming atmosphere. The role involves overseeing security operations, supporting student welfare and discipline, managing prestigious College events, and contributing to emergency planning and operational leadership and leading a team of 13 across two sites. There is a strong emphasis on development, service improvement, and professional standards, therefore the ideal candidate will be an experienced team leader with outstanding communication and interpersonal skills, able to manage a 24/7 front-of-house operation with discretion, tact and professionalism. They will have strong organisational ability, sound judgement, and the confidence to lead in emergency situations.

While experience in a college, university, or similar institutional environment is ideal, we also welcome applicants with other relevant backgrounds. A solid understanding of health and safety, fire safety, and security protocols is essential, as is a friendly approachable manner, calm and authoritative presence, a rapport with students and staff alike, and a proactive, solution-oriented approach to challenges.

### Main Responsibilities

#### Security:

- Review the College's security strategy, updating it annually
- Liaise with University Security Services and the Emergency services as the Security Liaison Officer for the College
- To manage and maintain the CCTV, electronic door access, intruder, and fire alarm systems, working closely with the IT manager and service contractors to ensure these are effectively delivered and the data created is stored and managed appropriately.
- To ensure that systems for control of keys are operated effectively, and locks – both manual and electronic – are maintained.
- To investigate all reported incidents relating to the College and/or occurring on College property and report them if required to the relevant College Officer, and/or to the Police.
- To ensure security patrols are carried out as required by operating procedures.
- To monitor and allocate parking spaces.
- Where necessary, ensure additional security staff are contracted for events.

### **Health and Safety**

- Act as the College Health and Safety Officer, administering audit and regulatory visits as appropriate.
- Ensure legal compliance in relation to Porters' Lodge matters, including Health and Safety legislation.
- Ensure that all contractors appointed by the Porters' Lodge are properly inducted on site and familiar with College codes of conduct and practices.
- Conduct a risk assessment review across all areas, and ensure the risk assessment register is current.
- Complete termly reports to Health and safety committee
- All staff must adopt a responsible and proactive attitude towards health and safety and to comply with any procedures as required by the College to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions.
- They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

### **Support to the Decanal Team**

- To ensure that the Porters are effective and appropriately trained to be first responders to welfare issues pertaining to students
- To work closely with the Dean and Junior Deans to ensure the good management of the student body as a whole and to maintain good order and behaviour in the College.
- To assist the Academic Registrar and the Academic Office as required in case of student emergencies.

### **Porters' Lodge service delivery**

- To administer and take responsibility for the day-to-day running of the Porters' Lodge and its staff ('the Department') to ensure that all required services are provided efficiently and courteously.
- Hold delegated authority for dealing with incidents or emergencies at the College, as first or second responder
- To be responsible for First Aid provision across the College, ensuring first aiders are trained, and appropriate equipment in place.
- Ensure that services pertaining to the management of enquiries are delivered both in person and via the main switch board.

- Manage postal services to and from the College
- Oversee punt bookings, student lockers, and other services for the college community as needed
- Oversee car parking and bicycle storage by College members
- Ensure the Porters' Lodge monitors the Fire Alarm system, respond to activations and supports building evacuations.
- To set an example to staff in terms of behavior, performance and dress, and encourage them to work to the high standards expected of the Department.
- To develop the role of the Porters' Lodge such that it remains a centre of excellence for friendly and responsive service.
- To seek out and implement ways in which Porters' Lodge services may be improved and to introduce new technology where this is of benefit.

#### **Finance:**

- To assist the Domestic Bursar with the production and delivery of an investment budget for upkeep and development of the security systems of the College.
- Advise on the formation of, and be responsible for, the Porters' Lodge annual budget, ensuring that all operations and development activities are provided at optimum cost and represent value for money in line with the Colleges procurement policy.
- Manage contractors appointed to work for the Lodge, representing the College's interests, and ensuring contractors deliver to planned programme in time, spend and quality.
- Supervise the ordering of equipment and materials for the Porters' Lodge, ensuring that they are of the best value.
- To record and control monies received into the Porters' Lodge via payment card and transfer to the Finance team.

#### **Selection criteria**

##### **Essential:**

- Appropriate level of education with a good level of numeracy and literacy
- Proven successful record of team leadership and performance management techniques.
- A customer orientated approach with a friendly, respectful, positive and approachable manner.
- Confidence to take charge of emergency situations and to use initiative
- Extensive experience of leading and motivating a team to deliver high standards or service delivery.
- Understanding of data governance principles and confidentiality
- Mature attitude with the ability to exercise clear and consistent engagement with students
- Experience of managing health and safety, fire safety, security, customer services and if not already accredited in these areas a willingness to undertake the appropriate training.
- Experience of budget management
- Excellent interpersonal and communications skills with the ability to build and maintain relationships with internal and external stakeholders at all levels

##### **Desirable:**

- First Aid Certificate
- Security Industry Accreditation License

- Accredited Health & Safety Qualification
- Experience working in a similar environment
- Experience of delivering training
- Experience of managing change
- Full clean UK Driving Licence

### **Special requirements:**

- Work within the Porters' Lodge may require standing for long periods when carrying out counter service activities.
- Work external to the Lodge involves mail deliveries and fire/security patrols. All of these require the ability to climb flights of stairs at regular intervals. Investigation of alarms/emergencies requires the ability to move rapidly between buildings and floors.
- Flexibility with working hours for occasional operational delivery requirements
- Be a proactive member of the University-wide Head Porters' Committee
- The post holder will be on call on a best endeavours basis to assist with the management of emergencies and incidents as the Lodge has a pivotal role in the Business Continuity Plans and supporting the Major Incident Planning Committee

### **Skills and Abilities:**

- IT competent; ability to use Microsoft programmes.
- Reliable, conscientious, professional approach.
- Well organised, methodical, and thorough.
- Ability to prioritise effectively.
- Proactive and effective both independently and within a team.
- Ability to assess and react to situations promptly and tactfully.
- Ability to cope well with a varied workload
- Accredited Health & Safety Qualification
- Ability to communicate effectively
- Observant, and ability to make reports and follow up issues.
- Commercial and financial management skills, with a view to managing costs
- Strong organisational and planning skills, to prioritise own and others' time, activities and resources effectively
- Effective managerial skills to support and develop the team.
- People focused, build and maintain effective working relationships across the College.
- Actively seeks to understand and respond to needs of others, including users, staff and College senior team

### **About Oriel**

Oriel College is the 5<sup>th</sup> 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 700<sup>th</sup> 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.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.

This position is subject to an enhanced DBS check

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
- Life Assurance (2 x salary)
- Employee Assistance Programme
- Free lunch on each day worked (when the kitchen is open)
- Travel loan scheme (bus and bike)
- Cyclescheme (salary sacrifice)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Annual Flu jab
- 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.