

## **LODGE RECEPTIONIST**

### **FURTHER PARTICULARS OF THE ROLE**

Wolfson College is one of the largest and most exciting world-class graduate colleges in the University of Oxford, with over 800 students from 75 different countries, over 200 Fellows, over 100 staff and around 800 Common Room members. It has a strong egalitarian and democratic ethos and is increasingly known as one of the most energetic, innovative, and welcoming scholarly communities in Oxford. The College accommodates over 400 students and fellows, within around 330 units and has ambitious plans to build additional accommodation to increase the numbers living at the College.

The College is situated in modern buildings in an attractive landscaped garden next to the River Cherwell in North Oxford.

#### **JOB DESCRIPTION**

**Department :** Lodge  
**Job Title :** Lodge Receptionist  
**Responsible to:** Lodge Manager

#### **Main purpose of the job:**

The Lodge Reception is the hub of college activities and is the 'face' of the College to the outside world as it is the first point of contact. The main purpose of the role of Lodge Receptionist is to provide a high-quality customer service to students, fellows, visitors, contractors and staff.

#### **Relationships:**

1. Responsible to: Lodge Manager
2. Liaison with: College Departments, members and visitors

#### **Main Tasks of Job:**

##### **Reception:**

1. To provide a friendly and professional welcome to visitors and conference delegates to the College and deal with requests and enquiries in person, by email and on the telephone quickly, efficiently and courteously whilst maintaining a calm manner at all times;
2. To act as an initial point of contact during out of office hours and college closures;
3. To issue and record keys ensuring that only authorised persons have access to them;
4. To sort and distribute incoming mail and to prepare outgoing mail using the College computerised database to obtain information if necessary;
5. To take card payments for items sold in Reception.
6. To put out directional signs for seminars and conferences when required;
7. To issue and receive security notices, packs and keys to conference delegates in a timely manner;

**Security:**

1. To patrol the College and report any incidents to the Lodge Manager or Home Bursar; to read the report book on a daily basis which is kept on the Lodge computer and ensure that all incidents are recorded in the report book throughout the shift;
2. To record accidents in the Lodge Book and to report any accidents to the Home Bursar or Lodge Manager;
3. To carry out regular checks on the car parks and bicycle areas and to identify unauthorised vehicles and bicycles;
4. To lock and unlock rooms, accommodation and external gates as required;
5. To monitor the alarms, both fire and intruder and CCTV systems. To act as the initial point of contact and help deal with fire alarm activations, emergencies, breaches of security such as theft or intrusion. To keep the maintenance department, Home Bursar and other authorities informed and to call the emergency services including University Security Services as needed;
6. To ensure that the College bar is vacated and locked at the agreed times;
7. During the night shift to respond to and investigate any reports of noise around the college accommodation;

**Other:**

8. To keep the Lodge and surrounding areas neat and tidy;
9. To become a First Aider (involving a 4-day course) if not already qualified;
10. To ensure that all personal, sensitive and confidential information and documentation to which the post holder has access and for which he/she has responsibility is safeguarded and updated in line with the requirements of the General Data Protection Regulation (GDPR) and the College's Data Protection Policy, and to ensure that such information is not disclosed to any unauthorized person.
11. Other duties as may be required by the Lodge Manager and/or Home Bursar

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b> <b>Knowledge</b> <b>Skills</b> <b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Good standard of general education</li> <li>• Excellent interpersonal skills and communication skills.</li> <li>• Excellent organisational skills.</li> <li>• Basic computer literacy</li> <li>• Experience in a customer facing role and excellent customer service skills</li> <li>• Ability to deal discretely and sensitively with various situations</li> <li>• Adaptability and flexibility, and an ability to manage a variable workload</li> <li>• Ability to develop excellent work relationships in a small team</li> <li>• Ability to juggle day and night work</li> <li>• Ability to work on own initiative and unsupervised</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a similar position (receptionist, lodge porter)</li> <li>• First aid certificate</li> <li>• Fire marshal certificate</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Reliability, honesty and trustworthiness</li> <li>• Happy, positive attitude to life and work</li> <li>• Professional demeanor</li> <li>• Self-confidence and ability to relate to and liaise appropriately with a wide range of people</li> <li>• Ability and willingness to work variable hours if necessary</li> </ul>	

**TERMS AND CONDITIONS:**

<b>Appointment:</b>	The post is available immediately. It is permanent, with a standard 6 months' probation.
<b>Hours:</b>	<p>The post involves on average 35 hours per week on a rota basis, excluding time taken for lunch. The current rota, which may be subject to change, is as follows:</p> <p>Week One – Monday, Tuesday, Wednesday &amp; Thursday 3pm-11pm &amp; Sunday 8am-12noon.</p> <p>Week Two – Monday, Tuesday, Wednesday &amp; Thursday 7am-3pm with half an hour unpaid lunch break &amp; Saturday 8am-12noon</p> <p>Cover for other shifts may be required, so there is a need to work flexibly to suit the needs of the College, which could involve early starts, late finishes, night work, weekend and bank holiday working.</p>
<b>Annual Leave Entitlement:</b>	Full time holiday allowance is 31 days pa, plus 8 Bank Holidays. Due to the nature of the role the post holder will be required to work bank holidays, in which case they will be given time off in lieu, or in some situations the College may agree to pay for the time worked. As work involves shift work, holiday allowance is calculated in hours for this position and equals 217 hours per annum.
<b>Salary and Benefits:</b>	<p>Wolfson College operates its own pay scale, which is different from that of the University. This post is Wolfson Grade 2, salary range from £23,256 to £26,987 per annum for full time hours. New appointments normally start at the first increment in the grade.</p> <p>The salary for the 35-hour week is £22,800 (FTE £23,778 pa for 36.5 hours).</p> <p>Benefits include pension scheme, free lunch within allowance, free parking.</p>
<b>Notice period:</b>	1 week during probation, 3 months thereafter
<b>Other conditions</b>	The post is subject to obtaining satisfactory references, satisfactory completion of the health questionnaire, a satisfactory right to work check and signing a contract of employment.

## **Equality of opportunity**

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## **Data Protection**

All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the College Data Protection Policy (available on the website at <https://www.wolfson.ox.ac.uk/policies/data-protection-policy>)

## **APPLICATION:**

Applications should be sent by email to [recruitment@wolfson.ox.ac.uk](mailto:recruitment@wolfson.ox.ac.uk) and should include:

- an application form completed in full
- a covering letter, which explains why you are interested in this post, how you meet the person specification and why you are leaving your current job

We will contact your referees at the shortlisting stage unless you make it clear in your application that you do not wish us to do so.

**The closing date is 9am on 10<sup>th</sup> February 2025. We aim to hold interviews on 20<sup>th</sup> February 2025.**