



CHRIST CHURCH
UNIVERSITY OF OXFORD

Job Description

Title: Gate Porter

General: Christ Church expects its staff to provide a *high* level of service in their role when undertaking their duties as designated by the Lodge Manager.

Should it be necessary, for the smooth operation of Christ Church, you will from time to time be expected to work in different areas of the premises. Flexibility is a pre-requisite of the post. You will be provided with a uniform which you will be expected to wear at all times during work.

Accountability: to the Lodge Manager. Your College Officer is the Steward.

Hours: As per your Statement of Main terms (SMT). You will be required to work additional hours when authorised and as necessitated by the needs of Christ Church. Holidays may not be taken in July or the first half of August.

Responsibilities:

- Provide a warm and friendly welcome and deliver a high level of customer service to Christ Church's customers and members.
- Being a visible presence at the gates, supervise the entry of people, following policies and procedures and remaining vigilant at all times to ensure the safety of everyone on site.
- Reading all information provided and offering support when queries or issues arise.
- Promote our events, tours, products and offers to support Christ Church and enhance our visitors' experience.
- Ensure that all equipment is in good working order and maintain excellent standards of presentation, taking pride in keeping areas of work clean, tidy and organised.
- Adhere to security procedures, and be fully conversant with the emergency procedures and how to implement them when required.
- Ensure the proper closure and safety procedures are carried out.
- Follow all H&S guidelines as set out in the College's H&S Policy and as required by relevant legislation.

- To liaise with the Lodge in the event of an incident or emergency.
- Assist with security patrols around the Visitor Centre and adjacent area of the Meadow.
- Assist with Lodge cover as required.
- To assist junior members, visitors and colleagues, who may have a disability, as appropriate.
- Any other duties commensurate with the role.

Other Notes:

- a) You have a duty to comply with Health & Safety Regulations, including COSHH and correct use of PPE (Personal Protective Equipment) at all times. If you are unsure about anything, please ask the Lodge Manager.
- b) It is important that you are always economical in the use of products and energy (do not over-stock on cleaning materials; turn off all lights, turn down heating and close windows when leaving rooms if a room is empty).
- c) To play your part in providing a good working environment promoting a positive attitude and pride in your work!
- d) You will be provided with the College's safeguarding policies and procedures of which you are expected to abide at all times. Failure to comply with these policies will lead to disciplinary action.
- e) Breaks and meals as per roster.

This list represents the principal duties only of a Gate Porter and flexibility and a willingness to help wherever required are prerequisites of the role. The Gate Porter can call upon the Lodge Manager or Deputy Lodge Manager to assist in resolving problems if in any doubt as to the course of action to take.

Please refer to the Staff Handbook and/or your Statement of Main Terms for matters relating to benefits.