



### FURTHER PARTICULARS

<b>Job title</b>	Casual Gate Porter
<b>Location</b>	Christ Church
<b>Department</b>	Porters' Lodge
<b>Salary</b>	£13.16 per hour
<b>Hours</b>	Variable
<b>Contract type</b>	Casual
<b>Responsible to</b>	Security and Lodge Manager and Deputy Lodge Manager
<b>Application deadline</b>	<b>Please note: Early application is advised</b> as we will be considering applications and scheduling interviews as soon as they are received. This post will remain open until the vacancy is filled.
<b>Vacancy reference</b>	CGP002
<b>Additional information</b>	Hours of work will be offered to you on an 'ad hoc' basis when there is a requirement for work to be done according to a weekly rota.  Your contractual holiday pay of 12.07% will be paid according to the number of hours actually worked.

### Christ Church

Christ Church is one of the largest of the Oxford colleges and has evolved over five centuries. Its junior members, both undergraduate (over 400) and graduate students (over 200), cover almost all the major academic disciplines in the Sciences, Humanities and Social Sciences, as do its senior academic staff (around 60). It aims at academic excellence and individual fulfilment in a friendly, tolerant and mutually supportive environment. The head of Christ Church is the Dean, while the College's academic functions are overseen by the Senior Censor. More general information about the College may be obtained at [www.chch.ox.ac.uk](http://www.chch.ox.ac.uk).

Christ Church provides all our staff with a welcoming and inclusive workplace that enables everyone to develop and to do their best work. Join us and you will find a friendly, vibrant, democratic, and international community, with a great range of staff benefits.

### Department information

The Porters' Lodge at Christ Church is the main point of contact for students, staff members and visitors to the College and the team are an important part of College life, providing a professional yet friendly welcome. The Porters' Lodge is open 24/7 and is responsible for providing excellent customer service as well as ensuring the safety and security of everyone at the College.

## **Role of Casual Gate Porter**

Our Casual Gate Porters provide professional and welcoming assistance to students, staff members and visitors while overseeing the security and safety with a strong focus on controlling access to the College. As the first point of contact for visitors, the Casual Gate Porter ensures that individuals and/or groups entering the College are authorised to do so and policies and procedures are followed.

## **Main Duties and Responsibilities**

- Provide a warm and friendly welcome and deliver a high level of customer service to Christ Church's students, visitors and staff members.
- Being a visible presence at the gates, supervise the entry of people, following policies and procedures and always remaining vigilant 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 health and safety guidelines as set out in the College's Health and Safety Policy and as required by relevant legislation.
- To liaise with the Lodge in the event of an incident or emergency.
- Assist with Lodge cover as required.
- Any other duties commensurate with this role.

## **Person Specification**

### **Essential**

- Prior experience in a customer facing or educational environment
- Excellent customer service and communication skills with ability to deal effectively with a wide range of people
- Ability to always remain calm and professional
- Able to use initiative to solve an issue/query or react appropriately in the case of an emergency

### **Desirable**

- Prior experience of dealing with security

### **Pre-employment screening**

Standard checks: If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right to work in the UK (applicants must have current and ongoing right to work in the UK without restrictions as Visa sponsorship is not provided); proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. 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. This post also requires an Enhanced Disclosure and Barring Service (DBS) check.

### **Terms and conditions**

- Salary: £13.16 per hour
- Working hours: Variable as per the rota. The post-holder will need to have a flexible approach to working hours, as additional hours during weekends and evenings may be required at certain points of the year.

### **Employee benefits**

- The post-holder will be entitled to lunches without charge when working six and a half hours or more during periods for which these are available
- As a casual worker, you may be eligible to join the National Employment Savings Trust (NEST) pension scheme
- Employee Assistance Programme alongside access dedicated support both within the college and wider University for your personal and career development
- A range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges

### **How to Apply**

To apply for this position please provide the documentation listed below.

**Please note:** Early application is advised as we will be considering applications and scheduling interviews as soon as they are received. This post will remain open until the vacancy is filled.

Application documents should include:

- A letter of application addressed to Human Resources stating your interest in the role, and explaining how you meet the criteria set out above using examples of your skills and experience; and
- A CV, including the names and contact details of two referees. References will only be taken up for the successful candidate.
- Equality and Diversity Monitoring Form.

Applications should be sent to:

Human Resources, Meadows 1, Christ Church, St Aldate's Oxford OX1 1 DP or may be emailed to [stewardsrecruitment@chch.ox.ac.uk](mailto:stewardsrecruitment@chch.ox.ac.uk)

Applications will be judged only against the criteria which are set out in the job description, and applicants should ensure that their applications explain how they meet each of the selection criteria for the post using examples of their skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of selection committees will be aware of the principles of equality of opportunity, fair selection and the risks of bias. Applications are particularly welcome from black and minority ethnic candidates, who are under-represented in College staff.

Christ Church welcomes applications from candidates who have a disability or long-term health condition and is committed to providing long term support. Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview.

### **If you need help**

If you have any questions regarding the application process, please contact [stewardsrecruitment@chch.ox.ac.uk](mailto:stewardsrecruitment@chch.ox.ac.uk). All enquiries will be treated in strict confidence and will not form part of the selection decision.

### **Important information for candidates**

#### Data Privacy

Please note that any personal data submitted to Christ Church as part of the job application process will be used only for the purposes of determining suitability for the post and processed in accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the Christ Church Privacy Notice available at: <https://www.chch.ox.ac.uk/privacy-policy>.

Due to the large volume of recruitment that Christ Church administers we are unable to provide feedback to non-shortlisted applicants.

#### Christ Church's policy on retirement

There is no normal or fixed age at which staff in non-academic posts have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

#### Equality of opportunity

Christ Church is committed to equality of opportunity. It is our policy and practice that entry into employment and progression within employment will be determined only by criteria which are related to the duties of a particular post and the relevant salary scale. No applicant or member of staff will be treated less favourably than another because of their age, disability, ethnicity, marital or civil partnership status, parental status, religion or belief, sex, or sexual orientation.