



FURTHER PARTICULARS

Job title	Night Porter
Location	Liddell Building
Department	Porters' Lodge
Salary	£19,264.80 per annum (University Grade 4)
Hours	Friday, Saturday: 7pm-7am / 24 hours per week
Contract type	Permanent
Responsible to	The Liddell Site Supervisor and Senior Porter
Application deadline	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.
Vacancy reference	LNP002
Additional information	Night Porter staff are expected to work a variety of flexible shifts to meet the demands of the Lodge. This will include working weekends and bank holidays as required.

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.

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 Liddell Building is part of Christ Church and was established in 1991. The Liddell Building is situated on the Iffley Road in Oxford, approximately a five-minute walk from amenities and a fifteen-minute walk from the main Christ Church site. The Liddell Building - Lodge reception is staffed 24 hours a day.

Role of Night Porter

The Lodge Porter will normally be in the Porters' Lodge at the Liddell site or may occasionally be reassigned to duties at Christ Church. They will need to leave the Lodge (for short periods only) as their duties require e.g. especially when on security rounds or checking rooms.

Should it be necessary, for the smooth operation of the Liddell site, you will from time to time be expected to work in different areas of the premises, including the main Christ Church site if necessary. Flexibility is a pre-requisite of the post. You will be provided with a uniform which you will be expected to wear, keep clean and maintain in good condition at all times whilst at work.

Main Duties

Security

- Daily responsibility for security of the Liddell site and adhering to security procedures, and to record and report any incidents;
- To ensure the proper security checks and safety procedures are carried out at the end of each shift including regular night-time patrolling of the premises, opening and closing of gates, dealing with fire and security alarms, control of visitors/vehicles and security/fire watch patrols.
- Liaison with the Police, Fire Service, Ambulance Service, University Security Services and other relevant authorities regarding specific incidents and general security matters;
- To be fully conversant with the Emergency procedures and the Evacuation Plan and how to implement them when required;
- Always follow Christ Church procedures in the event of an emergency, including fire activation and contacting the appropriate emergency services;
- Take operational command of any emergency on the ground with reference to the appropriate College Officers in the absence of the Liddell Supervisor and/or Senior Porter;
- Complete the Incident Book as required;
- Investigate, in liaison with the police, any crime within the college to ensure that all crime is efficiently investigated in the absence of the Liddell Supervisor and Senior Porter;
- Follow correct procedures for the issuing and receipt of keys/fobs;
- Assist in the maintenance of an up-to-date directory of keys/fobs including any security numbers;
- Preparation of guest room keys/fobs, general information and guest name badges where appropriate;
- Assist in the maintenance of the Cycle Registration records and send completed forms to the University Security Services;
- Assist in the undertaking of regular audit of keys/fobs and ensure there is always sufficient stock/spares;
- To ensure the safe custody of all valuables and goods received by the Lodge, including those left for later collection and or storage;
- To ensure that contractors, visitors, guests etc. are issued with the appropriate temporary pass system according to Christ Church guidelines;
- Follow the correct procedures for all cash handling;
- Follow the correct procedures for all lost property;
- Follow the correct procedures for the use and integrity of any safes;
- Follow the correct procedures for staff shift changeovers.

Monitoring fire safety systems

- Carry out and record the weekly tests of fire control panels and break glass call points at the site with the Liddell Supervisor or Senior Porter;
- In the absence of the Liddell Supervisor or Senior Porter to carry out and record fire evacuation exercises as directed by the Steward;
- In the absence of the Liddell Supervisor or Senior Porter maintain a log of all fire alarm activations and action taken;
- Ensure all fire safety systems are working correctly and report faults to service engineers (fire extinguishers are looked after by the Liddell Supervisor);
- Report any maintenance defects.

Monitoring security systems

- Ensure all security monitoring equipment is working correctly;
- Report and action promptly any fault in the system;
- In the absence of the Liddell Supervisor or Senior Porter liaise with University Security Services and the Police as required to maintain the security of the College;
- Operate the CCTV within the guidelines;
- Ensure the safe custody of all keys/fobs and maintain an accurate and efficient system of recording all keys/fobs issued/received;
- Ensure entrances and corridors remain clear when undertaking security patrols.

Communications

- Provide an efficient service for the receipt and delivery of all incoming and outgoing college mail, parcels, goods deliveries;
- To receive and check the delivery of supplies and equipment;
- Maintain appropriate records for charging of postage etc.;
- Distribution of post; follow the correct procedures for dealing with recorded and registered mail and any other valuable parcels;
- Assist with re-directing of post to those who have left the college;
- Assist in the updating of lists of addresses, telephone numbers and mobile numbers and ensuring their security;
- Inform the appropriate College Officers of any infringement of college rules in a timely manner.

Liaison with other Departments

The Lodge plays a key role in liaising with all departments within the college and it is imperative that all Lodge staff have professional and collaborative working relations with all other departments and, particularly with the Steward's Office with regard to accommodation.

- **Maintenance:** Report plumbing, electrical and other faults to the Liddell Supervisor on the appropriate form;
- **Reception:** Check junior member, guest and visitor arrivals and departures and report any discrepancies to the Liddell Supervisor (or in his/her absence the Senior Porter) and the Conference office;
- **Conference and Accommodation:** Liaise closely with the Conference and Events Administrator and the Conference team with regard to room bookings, telephone messages etc.

General

- Provide a professional, helpful, efficient and consistently high standard of reception service to junior members and visitors at all times;
- Answer the telephone, radio and email systems promptly and in a professional manner;
- Be proactive in listening to the concerns and needs of college members and providing appropriate security advice;
- Assist in the management of the taxi booking system;
- Assist in the coordination of arrivals and departures for room bookings using the computerised booking system; liaising with the Conference Office on any room changes and problems in a timely manner;
- To set-up and service meeting and conference rooms as instructed;
- Taking payment, where appropriate, for guest rooms and other sales and completing the appropriate paperwork, including the issuing of receipts, in accordance with the college procedure;
- Arranging for the temporary storage of luggage;
- Liaising with other lodge staff especially when changing shift to ensure comprehensive exchange of information;
- Attend regular staff meetings with the Liddell Supervisor or in their absence the Senior Porter;
- Undertake training as required.

Health & Safety

- Follow all H&S guidelines as set out in the College's H&S Policy and as required by relevant legislation;
- Familiarise yourself with the Risk Assessments for the Liddell site;
- Ensure that any information concerning staff or student welfare is relayed to the Liddell Supervisor and or relevant College Officer promptly, accurately and confidentially;
- Whilst the lodge staff have no executive authority over junior members they should supervise their welfare. They should also take the names of those who fail to cooperate and report them to the Liddell Supervisor and/ or the Senior Porter in the first instance who will determine whether or not it is appropriate to report the matter to the College Officer;
- Assist in maintaining the Accident Book and providing written reports in a timely manner when required. Following college procedures for reporting of accidents. Inform the Steward of any RIDDOR incidents;
- To liaise with all the emergency services as appropriate in the event of an incident or emergency.
- 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.

Any other duties commensurate with the role.

Person Specification

Essential

- Demonstrated experience in a front-of-house, hospitality role or security environment.
- Good working knowledge of Health and Safety Legislation, First Aid, Fire and Security responsibilities and Welfare related services.
- Professional, organised, and approachable, with discretion and excellent interpersonal and communication skills; capable of building and maintaining relationships with internal and external stakeholders.
- A calm, clear-headed ability to work under pressure and make appropriate decisions quickly.
- Ability to organise work time efficiently and handle competing priorities to deliver results to a required high standard and to deadlines.
- Good IT skills with working knowledge of MS office including Word and Excel
- Flexibility with working hours for operational delivery requirements.
- This position demands a good level of physical condition, as you will be actively engaged in patrols throughout your shifts.

Desirable

- First Aid at Work and SIA qualification.
- Experience in a College, heritage, or similarly complex hospitality setting is desirable but not essential.
- Experience of liaising with multiple departments.
- Knowledge of the use of IT software tools as Kx, Salto, Parcel Tracker, and On location.

Any other duties commensurate with the role.

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: £19,264.80 per annum (University Grade 4)
- Working hours: 24 hours per week – Friday and Saturday: 7pm-7am
- Night Porter staff are expected to work a variety of flexible shifts to meet the demands of the Lodge. This will include working weekends and bank holidays as required.

Employee benefits

- Christ Church employees enjoy 25 days paid holiday per calendar year, excluding Bank Holidays. Time off in lieu will be given for Public Holidays which fall during term time.
- Generous pension scheme
- Employee Assistance Programme alongside access dedicated support both within the College and wider University for your personal and career development
- The opportunity for eligible staff to participate in tax-free bicycle hire/purchase salary sacrifice scheme
- Season ticket loans
- 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

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. 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.