



FURTHER PARTICULARS

Job title	Lodge Porter
Location	Christ Church
Department	Porters' Lodge
Salary	£32,108 per annum (University Grade 4)
Hours	40 hours per week - Shift pattern working 3 days on and 3 days off as rest days. Working hours are 6.30 am to 6.30 pm and 7.00 am to 7.00 pm according to shift rota.
Contract type	Permanent
Responsible to	Security and Lodge Manager and Deputy Lodge Manager
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	LP002
Additional information	Lodge 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 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 Lodge Porter

Our Lodge Porters provide professional and welcoming assistance to members of the College including students, staff members and visitors while overseeing and monitoring the security and safety systems of the College.

Main Duties

1- General

- Provide a professional, helpful, efficient and consistently high standard of reception service to College 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.
- 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 shifts to ensure a comprehensive exchange of information.
- Attend regular staff meetings with the Lodge Manager.
- Undertake training as required.
- To assist junior members, visitors and staff with a disability, as appropriate.

2- Communications

- Fluid and professional communication with the rest of the team members and the College and Cathedral community.
- Provide an efficient service for the receipt and delivery of all incoming and outgoing College mail, parcels, and goods deliveries.
- 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.

3- 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 Housekeeping, Clerk of Works and Conference Office, with regard to accommodation.

- **Maintenance:** Report plumbing, electrical and other faults to the Works Department on the appropriate form on behalf of all departments.
- **Reception:** Check-in/out guest room, junior member and conference arrivals and departures and report any discrepancies to the Conference Office and where necessary to the House Manager.
- **Conference and Accommodation:** Liaise closely with the Conference and Events Manager and the Conference team and the Housekeeping team with regard to room bookings, telephone messages etc.

4- Welfare

- Liaison with the student welfare team and follow correct procedures with the support of the College Wardens and senior College Officers as appropriate.
- Ensure that any information concerning staff or student welfare is relayed to the

relevant seniormember of staff promptly, accurately and confidentially.

- Follow protocols as set out by the Welfare team and in the Lodge Operations manual.
- Follow the emergency Welfare flowchart when dealing with incidents.
- Deal with welfare matters with empathy, sensitivity and understanding at all times.

5- Health & Safety

- Follow all Health and Safety guidelines as set out in the College's Health and Safety Policy and as required by relevant legislation.
- Familiarise yourself with the Risk Assessments & SOP for the Lodge.
- 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.

6- Security

- Daily responsibility for the security of the main College site and St. Aldate's and adhering to security procedures, and to record and report any incidents.
- To ensure the proper closure/opening and safety procedures are carried out daily included regular patrolling of the premises.
- Monitoring the CCTV following the CCTV Protocol.
- Conduct regular patrols, recording the checkpoints throughout Christ Church's grounds to guarantee the security of the College.
- Regular radio checks following protocols.
- Liaison with the Police, Fire Service, Ambulance Service, University Security Services and otherrelevant 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 College procedures in the event of an emergency, including fire and burglar alarmactivation 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 Lodge Manager or Deputy Lodge Manager.
- 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 Lodge Manager and Deputy Lodge Manager.
- 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 envelopes for keys/fobs, general information and guest name badges where appropriate.
- Assist in the maintenance of the Cycle Registration.
- To ensure the safe custody of all valuables and goods received by the Lodge, including those left for storage.
- To ensure that contractors, visitors, guests etc. are issued with the appropriate temporary pass system according to College guidelines.
- Follow the correct procedures for all lost property.
- Follow the correct procedures for the use and integrity of the safe.

- Follow the correct procedures for staff shift changeovers and concise handovers.

6.1- Monitoring fire safety systems

- Respond to fire alarm activations and follow safety protocols.
- In the absence of the Lodge Manager or Deputy Lodge Manager, 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 House Surveyor).
- Report any maintenance defects.
- Ensure entrances and corridors remain clear, and fire doors are closed when undertaking security patrols.

6.2- Monitoring security systems

- Operate the CCTV within the guidelines (CCTV Protocol).
- Ensure all security monitoring equipment is working correctly.
- Report and action promptly any fault in the system.
- In the absence of the Lodge Manager or Deputy Lodge Manager, liaise with University Security Services and the Police as required to maintain the security of the College.
- Ensure the safe custody of all keys/fobs and maintain an accurate and efficient system of recording all keys/fobs issued/received.

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 qualifications.
- 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: £32,108 per annum (University Grade 4)
- Working hours: 40 hours per week - Shift pattern – working 3 days on and 3 days off as rest days. Working hours are 6.30 am to 6.30 pm and 7.00 am to 7.00 pm according to shift rota.
- Lodge 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.
- Employees are entitled to meals without charge when working more than 6.5 hours each day when the kitchens are open
- 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.