



WORCESTER COLLEGE OXFORD

LODGE PORTER

Post	Lodge Porter (Night)
Department	Lodge
Reports to	Head Porter
Job grade	Grade 4: £26,038 - £29,659 (<i>An additional night workers allowance of £83.33 will be paid monthly</i>)
Date	March 2025

The College

Worcester is one of the 38 Colleges of the University of Oxford. Founded in 1714, it occupies the 26-acre site on the western side of the city where the Benedictines first founded Gloucester College in 1283. Some of the buildings of the earlier College survive, and the resulting mixture of architectural styles, together with the beautiful gardens, lake, and playing field, attract students and visitors alike. The College has c. 400 undergraduates and c. 200 graduate students; of these 260 students live within the boundaries of the College itself, and a further 200 live in College accommodation located within 300 metres of the College Lodge. Like all Oxford Colleges, Worcester is an independent self-governing institution regulated by the Charity Commission. The Governing Body comprises the Provost (Head of the College), who chairs it, and 51 further Fellows: Together they are responsible for the admission and tuition of students, for the welfare of all students and staff, and for the College's finances.

The Front of House Department

The role of the Front of House Department is crucial within the College community and is staffed 24 hours a day all year round, and needs to run with courtesy and efficacy at all times. The Lodge is the reception point for the College and as such is also responsible for providing information, support and security to academics, students, staff, guests and visitors.

Job Purpose

To carry out the day to day running of the Lodge function and provide assistance to all individuals that enter the College site. Shifts are 12 hours and start at 7 pm to 7 am, 4 days on and 4 days off. (On occasion, you may be asked to work the day shift 7 am – 7 pm)

Key Responsibilities

The job holder will be responsible for:

- Operating the Lodge telephone (transfer calls, answer queries, take and deliver messages)

- Issue keys and access fobs/cards for all accommodation and meeting rooms, ensuring that records are accurate and kept fully up-to-date and that only authorised persons have access to them
- Deliver high-level customer service to College members, visitors and guests attending College events and functions that are scheduled to take place during the shift.
- Give accurate information to callers at the Lodge whether over the phone or in person.
- Use of software systems, including KX and the College Database.
- Receive, sort and distribute all mail delivered to the College in a timely manner.
- Deal with all outgoing mail on behalf of the College.
- Use the till for the sale of College merchandise, guest room payments, etc. as necessary.
- Receive and record lost property.
- Monitor arrivals to the College, checking identities.
- Monitor CCTV screens and act on any incidents as appropriate.
- Respond to all fire and security alarms, resolving or reporting any issues that arise.
- Keep accurate records of any incidents and/or accidents.
- Carry out site checks securing all external gates and meeting rooms. Record any findings following Lodge procedures, either resolving or referring on to others as appropriate.
- Lock up areas of the College in accordance with prevailing timetable.
- Communicate effectively with other Lodge staff to ensure the smooth operation of the Lodge during shift and on handover.
- Correspond with other departments to provide or obtain information as appropriate.
- Ensure that the Lodge and the entrance area to the College are clean and tidy.
- Such other duties as may be required by the Head Porter (or appointed deputy) from time to time.

General obligations

On a personal basis, you are expected to:

- a. Take responsibility for your own personal development and be willing to undertake training to improve your personal performance and knowledge
- b. provide the highest quality services and work to continually improve standards
- c. Understand your responsibilities under Worcester College's policies and procedures and ensure that you comply with them
- d. perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post

The job description may from time to time be amended by the College and in addition to the duties set out in it, you may be required to undertake additional or other duties within your professional capabilities as are necessary to meet the needs of the College.

Person Specification

Candidates will be assessed on the basis of the criteria set out below and should ensure that their application provides evidence of how they meet the criteria. Examples of relevant experience need not be just from work, candidates may wish to give examples from study, voluntary work or skills gained in their family or social life.

Criteria	Essential	Desirable
Qualifications		
<ul style="list-style-type: none"> Literacy and numeracy skills equivalent to a GCSE in English and Maths Qualified First Aider, or willing to qualify 	<ul style="list-style-type: none"> ✓ ✓ 	
Skills, Experience & Knowledge		
<ul style="list-style-type: none"> Experience working in customer services Excellent communication skills; the ability to communicate clearly and accurately both verbally and written General IT literacy, including knowledge of MS Office and email Experience working in a similar environment Knowledge of emergency procedures Knowledge/experience of operating a CCTV system 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
Personal Qualities		
<ul style="list-style-type: none"> The ability to remain calm and polite under pressure, including in an emergency situation Ability to exercise discretion, tact and confidentiality when carrying out duties Punctual, reliable and flexible The ability to work effectively as part of a team, whilst using initiative when appropriate Adaptability and flexibility, willingness to fully participate in the team workload 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	

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; proof of your identity and details of two nominated referees. Please be aware that this role is subject to satisfactory Enhanced DBS check. More information on DBS can be found here -

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

How to apply

If you would like to apply please submit a cover letter, stating why you are interested in and suitable for this role and a CV to Worcester College Recruitment recruitment@worc.ox.ac.uk

Please also complete the EDI form by following the link attached:

<https://forms.office.com/e/AhFaJsBYFU>

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description. As part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now. We highly recommend uploading all documents as PDF files with your name and the document type in the filename. All applications must be received by 12 pm UK time on the closing date stated in the online advertisement.

Please note if you have not received communication from us within 14 days of the closing date, please assume that your application is not being progressed.

Equal Opportunities

Worcester College is an equal opportunities employer and welcomes applications from all suitably qualified candidates. Worcester actively welcomes diversity amongst its staff and students and all reasonable adjustments will be made to the recruitment process, working arrangements and/or environment to accommodate applicants with any form of disability.

Applications are particularly welcome from Black, Asian, and Minority Ethnic candidates, who are currently under-represented in College posts at Worcester. Please let us know if you believe there are any reasonable adjustments we should be making to assist you with your application. If you feel that you have a disability which may affect your application, please let us know. Please also let us know of any reasonable adjustments that we would need to make for you to attend an interview.