## Job Title

Lodge Receptionist

## Line Manager

Catering and Front of House Manager

## Reports To

Lodge Shift Supervisor

## Team

Lodge Team

## Contract & Hours of Work

Permanent Contract

- Full time (40 hours per week). Part-time hours can be considered.
- Out of hours and weekend working will be required.

## Rate of Pay

£10.83 per hour (£22,526 per annum or pro rata for part-time hours)

## Main purpose of role

To be responsible for working with the Lodge Shift Manager to provide reception, postal, security and associated services for the College.

### Overview of Role:

The Lodge is the public face of the College to all past, present, and prospective members of the College community. A professional presentation of the Lodge to members of the College, visitors and guests is key to ensuring that the College remains a serious and well-respected academic institution within the Oxford Colleges and wider academic life. Excellent customer service skills are equally essential to maintaining our reputation and good standing in our community. The Lodge Receptionist is responsible to the Shift Leader. The Lodge Receptionist provides reception, security, safety and associated services for the College.

### Summary of Duties and Responsibilities

#### Reception

- Provide a welcoming, customer focussed reception service.

#### Health and Safety

- Respond to fire alarms in accordance with College fire procedures.
- Respond to all other alarms and follow up as appropriate.
- The post holder is required to undertake a first aid at work course and will be expected to provide first response for first aid on College premises and to contact the Dean or Junior Dean or relevant College Officer, dependent on the situation, with pertinent information.
- Contacting emergency services as and when required:
  - Dialling 999 and giving relevant information to the service required
  - Follow up by informing relevant College Officers, e.g. Dean, Junior Dean, Principal, Bursar, Domestic Bursar, Buildings Manager.
  - Following College’s emergency procedures.
- Assisting with writing up accident reports as required.
• Ensuring appropriate action is taken outside of normal working hours of the Buildings Team in regard to e.g. plumbing, heating, lifts and other maintenance issues including use of out of hours contractors list.
• Checking the arrival of contractors and contacting the relevant department or individual if required.

Post and deliveries

• Accepting, sorting and franking of post
• Booking in recorded mail and parcels using appropriate systems (StarRez)
• Use of franking machine (Making sure mail is weighed and priced properly and allocated to the correct account.)
• Ensuring Messenger post is appropriate and is properly stamped.
• Receiving goods delivered to the College, and/or advising relevant person of arrival.
  o Checking goods details and receivers name before signing for items
  o Recording items and notification via email and telephone to recipient
  o May have to carry heavy or bulky packages.
  o Assisting with follow up for missing/late deliveries

Security

• Recording the issue and return of all keys and access cards.
• Checking the room booking system (StarRez) to verify all room bookings.
• Making sure the correct key/card is issued.
• Making sure when keys are returned, they are replaced on the correct hooks.
• Checking the bookings and accommodation system (StarRez) prior to issuing keys.
• Ensuring all keys are accounted for on issue and return.
• Notifying the Shift Leader of reported key/lock problems.
• Logging and reporting incidents/problems associated with safety or security of staff, students, visitors or guests.
• Issuing contractor passes and recording contractors on site.
• Checking and monitoring CCTV in accordance with College policies and procedures.
• Signing all visitors in and out, notifying relevant College office of arrival and issuing/ensuring return of appropriate pass.

Administrative Duties

• Using StarRez to check students and conference guests in/out of accommodation.
• Making taxi bookings as required.
• Taking and recording payments for guest accommodation and College merchandise.
• Use of the punt booking system (StarRez), including checking and confirming bookings, issuing punt keys and ensuring their return, issuing instructions, taking deposit and mobile telephone number for Health and Safety purposes. Occasional preparation of punts for customer use.
• Assisting with operation of the College’s parking policy.
• Dealing with general enquiries
• Transferring telephone calls and taking messages as required.

Other duties

• The post holder may be expected to undertake any other duties of a similar nature as and when required.
• Checking and set up of meeting rooms as required.
• Feeding of the College cat as required.
Person Specification

Essential:
- Experience of working in a customer focussed environment.
- Ability to work as part of a team.
- Reliability and trustworthiness
- Good spoken communicator with a friendly and helpful approach.
- Willingness to undertake any relevant training.
- Willingness to work with computerised administration systems.
- Must be willing to undertake first aid training.

Desirable:
- Previous experience of Reception or Security work
- Clear written communication skills
- Enjoy working with people.

Terms of Employment / Benefits
- The rate of pay for this post is £10.83 per hour (£22,526 per annum or pro rata for part-time hours)
- This is a permanent post with a contributory pension scheme.
- There is a paid holiday entitlement of 33 days per year, including public holidays, however, the College reserves the right to require staff to work any or all of bank holidays that fall in Full Term.
- A meal is provided free of charge when on duty, provided the kitchen is open.
- The post is subject to a 6-month probationary period, with 1 months’ notice on either side.

How to Apply
Please send the following documents:
- Completed application form
- Up to date CV

to the HR Manager, at recruitment@st-hildas.ox.ac.uk