



Job Title	Lodge Receptionist
Line Manager	Senior Receptionist
Team	Lodge Team / Domestic Bursar's Office
Grade / Salary	£29,761 per annum (University of Oxford Grade 4, Spine point 18, Stage 3)
Contract / Hours of work	• Full time / Permanent • 40 hours per week • Shifts Patterns: 7.00am–3.00pm or 3.00pm–11.00pm, including weekends, with rotas arranged in advance. • You will occasionally be asked to work an overnight shift to cover days off and holiday, 11.00pm–7.00am, which is paid at an enhanced rate. This role will be based on site, in the College.
Overview of the role	As the public face of St Hilda's, the Lodge represents the College to all past, present, and prospective members of our community. Providing a professional welcome and excellent customer service is vital to maintaining our reputation and high standing within the University of Oxford. Reporting to the Shift Leader, the Lodge Receptionist plays a key role in this by delivering essential reception, security, and safety services for the College.

St Hilda's College

St Hilda's is one of the constituent colleges of Oxford University, spectacularly set in four acres of gardens on the banks of the Cherwell at Magdalen Bridge. The College, which enjoys registered charitable status, is an independent and self-governing body, with an academic staff of about 100 Fellows and Lecturers. There are at present approximately 400 undergraduates and 220 graduate students. The College has a long tradition of inclusion, and the community here is diverse and down to earth. It has ambitious development plans and its ethos is a commitment to "excellence and equality, fostering intellectual and personal achievement in an environment in which every voice matters. Under the academic guidance of world-class researchers, students are expected to challenge and question, as pioneering, independent thinkers who will go on to shape their generation."

Duties

Reception

- Provide a warm and 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.
 - Checking goods details and receivers name before signing for items
 - Recording items and notification via email and telephone to recipient
 - May have to carry heavy or bulky packages.
 - 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.

The duties and responsibilities described above may be subject to reasonable amendment from time to time. In addition, you will be expected to perform any task reasonably assigned to you by your line manager.

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.

Conditions of Employment and College Benefits

- Salary: £29,761 per annum (University of Oxford Grade 4, Spine point 18, Stage 3)
- Contract: Permanent, full-time post (40 hours per week), based on site in the College.
- Shifts Patterns: 7.00am–3.00pm or 3.00pm–11.00pm, including weekends, with rotas arranged in advance. You will occasionally be asked to work an overnight shift to cover days off and holiday, 11.00pm–7.00am, which is paid at an enhanced rate.
- A paid 15-minute break is provided in the morning and evening with a 30-minute paid meal break at either lunch time or dinner time.
- Annual leave: 33 days per year, including public holidays. Please note that the College reserves the right to require staff to work any or all of bank holidays that fall in Full Term.
- Membership of generous contributory pension scheme (OSPS)
- Lunch is provided free of charge when on duty, provided that the College kitchen is open.
- Additional College benefits include: An Employee Assistance Programme; a private medical and dental Scheme (the College participates in a private medical and dental insurance scheme which enables staff to take advantage of group subscription rates); discounted travel on buses and trains through an interest-free season ticket loan; a Cycle to Work scheme and eye tests and discounted lenses or frames.
- Probationary period: 3 months.
- Notice period: 1 month.