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**Job title** Lodge Porter

**Location** The Lodge, St Cross College, St Giles, Oxford

**Grade**  3

**Salary range**  **£8,200 - £9,300 per annum for this role**

**Hours**  Saturday: 17:00 to 01:00 inc. half-hour break

 Sunday: 17:00 to 01:00 inc. half-hour break

 Totalling: 15 hours per week

**Contract type** Permanent

**Line Manager** Head Porter

**Introduction**

St Cross is a graduate college of the University of Oxford, founded in 1965. It occupies a site and buildings in St Giles together with Pusey House. At present, there are 156 Fellows. Of which, 67 are Governing Body and 48 Emeritus Fellows. A total of 550 students and 185 Members of Common Room all of whom participate in a single Common Room – there is no separate Middle Common Room or Senior Common Room – this is a distinctive feature of the College and unusual in Oxford. The College houses 191 of its students.

The senior officers of the College are the Master, Bursar, Domestic Bursar, Vice-Master, Senior Tutor and Dean. The college is governed by the Governing Body consisting of many of the Fellows, which meets twice a term.

The Lodge is staffed from 06:00 to 01:00 from Monday to Friday and from 09:00 to 01:00 on Saturdays and 09:00 to 01:00 on Sundays. The College has a 24-hour contract with University Security Services for additional support.

**Job Description**

**Overview of the role**

The Lodge staff provide a reception and security service for the College and needs to be run with courtesy and efficiency at all times providing security, information and support to academics, students, staff and visitors. Lodge staff act as the first point of call for out of hours emergencies such as fire alarms, threats, medical emergencies and incidents by contacting and meeting the emergency services on arrival and contacting next of kin and college staff. Under the direction of the Domestic Bursar the Lodge is managed by the Head Porter and staffed by three Porters (Mon-Fri) and two weekend Porters.

**Duties**

Lodge Reception

The Lodge is a focal point for receiving visitors and telephone calls to the main College number which should be redirected as necessary. Porters will deal with enquiries from Fellows, students and visitors and ensure that visitors to the College are directed to the person with whom they intend to meet or venue for the function. Porters are required to assume responsibility for issuing and receiving keys as requested by the Accommodation Office staff. Porters will take messages and retrieve messages from the voice mail system and distribute to College staff and College members by email as appropriate and will record in the Messages Book.

Porters will receive, sort, and forward University mail, Royal Mail, registered mail, documents, newspapers and messages, ensuring that any personal mail, e.g. parcels, is secure until the recipient collects it and immediately returning to sender any mail addressed to those who are no longer St Cross College members.

Functions and events

Porters will carry out other duties which may arise in relation to overnight guests and functions taking place in College.

Porters are required to control parking by visitors and check the validity of vehicles parked

on College grounds.

Porters are required to assist with setting up meeting rooms for College use and external visitors.

Security

Porters are required to ensure the safety and security of College members and structures by remaining vigilant at all times, ensuring that anyone who is not recognised is politely challenged as to why they are within the College.

Porters are required to be fully conversant with the College alarm systems, security, fire and CCTV and to be able to respond to any incident arising. This includes systems at the outlying sites in North and East Oxford.

The College has three levels of security at the doors: electronic “fobs”, keys and a close circuit TV system. Monitors for various areas in the College building and the grounds are situated in the Lodge and Porters will make use of these to check on unknown visitors if necessary.

Porters will be responsible for ensuring that entrances/exits to the site are locked at times specified by the Head Porter and for ensuring that public rooms have been locked. Porters will be required to ensure that strangers do not remain on site and may call on the assistance of University Security Services or Thames Valley Police in difficult situations.

Porters will conduct checks as instructed by the Head Porter.

Porters are required to make certain that all keys are on the correct hooks and keys are only handed out to those entitled to have them and to make sure that keys are not taken from the Lodge without a signature and an ID card.

Porters are required to monitor CCTV in the Lodge and be able to download information to provide to the necessary authorities in the absence of the Head Porter.

**Emergencies**

Porters are expected to be conversant with the emergency services manual and the alarms/ security/ fire folder kept in the Lodge.

Porters are required to be alert for incidents such as fire, medical emergencies, or theft, and to deal with such emergencies promptly and appropriately, and thereafter to ensure that the necessary records are made. The main site has a fire alarm system which is electronically connected to the University’s Security Services. Porters are required to monitor the alarm system, operate College procedure in relation to alarms and assist with evacuation of the buildings.

In the case of medical emergencies, Porters are required to respond appropriately and seek assistance if required. College sports teams will contact the Lodge in the event of serious injury and the duty Porter will be required to contact the Master, Bursar or Domestic Bursar with contact details of the parents of the injured student.

In the case of fire emergencies, University Security Services and the Fire Service will respond automatically to the fire alarm on the Main Site and the duty Porter will meet and provide advice as requested. The duty Porter shall call USS and the Fire Service if it is established that the alarm is false. In the case of a security emergency the duty Porter is required to call the police or emergency services, and then contact the appropriate College authorities. The University Security Services may also be contacted if it is considered to be appropriate.

In the case of emergencies relating to water/ electricity/ gas, Lodge staff will be responsible for the initial isolation of the appropriate local water, electrical and/ or gas supplies when Maintenance staff are not present in the College. Such actions must be reported to the Maintenance team the next day. Porters are also responsible for reporting suspected gas leaks to the supplier when Maintenance staff are not on site. Appropriate training will be provided by the Maintenance team. The Estates Manager or University Security Services should be called if the problem needs to be resolved before the following day and they will arrange for trades people to deal with the matter.

To accurately report all incidents (including fire) in accordance with the specified procedure and implement emergency procedures as directed.

**Lodge Information**

The duty Porter is required to liaise with the outgoing Porter(s), so that the duty Porter is fully aware of matters likely to be of concern during the shift.

The duty Porter is required to read information in the ‘Handover diary’ covering the time since last on duty and insert own recordings, and keep up to date with other files, emails, fax messages and notices kept in the Lodge (e.g. fire, security and medical procedures).

The duty Porter is required to brief the next Porter(s) on duty about any matters that are likely to be relevant.

Other Duties

The post holder will be expected to maintain the Lodge in an orderly and safe condition.

The post holder will be required to carry out other duties as may be reasonably required from time to time by the Head Porter.

**Requirements of the Post**

The post will suit someone who is flexible and practical and gets on well with a wide range of people. Because the College has a small staff, it is necessary for all members of staff to be “team players” i.e. to work cooperatively and supportively with each other. The College prides itself on having a friendly staff and the post holder is expected to be courteous with staff, College members and the general public. The porter should be physically fit and mentally alert.

The Porter will be required to train and obtain accreditation in relation to SIA Door Supervisor and control of CCTV systems and to participate in a First Aid course which will enable them to provide First Aid promptly should an occasion arise.

**Terms and Conditions**

The leave-taking year runs from 1 October to 30 September. The full-time holiday entitlement is 30 days per year plus 8 Public Holidays, **paid holidays will be pro-rata to hours worked (which equates to 12.3 days pa actual**). Usually it will not be possible to take holiday weeks during term time between weeks 1 - 9. Holidays must be scheduled with the prior permission of the Head Porter.

Salary will be paid directly into a bank or building society account, monthly during the last week of the month. The post holder will not be expected to work regular overtime, but if required, compensation will be as per University guidelines. Pension: subject to the rules of the scheme, the post holder is entitled to membership of OSPS.

The College will provide St Cross fleeces and a tie to wear whilst on duty.

The appointment is subject to a DBS check.

**Person Specification**

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| Fluent level of spoken and written English to ensure an ability to communicate with College members and visitors. | Essential |
| Good communication skills in order to be able to deal with any enquiries or complaints. | Essential |
| Experience of working in a role in which customer service is of key importance.  | Essential |
| Ability to remain polite and calm under pressure. | Essential |
| Ability to use initiative to solve day-to-day problems or issues that may arise. | Essential |
| Ability to work without direct supervision. | Essential |
| To use the computer for College communication, particularly by email  | Essential |
| Smart and tidy appearance. | Essential |
| Physically fit because there is a requirement to move at speed if an emergency occurs | Essential |
| Experience of working in a similar environment | Desirable |