



Job Description

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| Job Title: | Night Lodge Porter |
| Responsible to: | Head Porter |
| Liaison with: | All members of the College, staff and visitors to the College |

Job Purpose

The University College 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. Our Lodge staff are our front line and in the silent hours are the watch keepers for the safety and security of the College and all its' people. Dedication to duty and loyalty are paramount in this pivotal role.

Main Duties and Responsibilities

Main duties include assisting students, staff, fellows and guests with enquiries at the Lodge, and handling phone calls, carrying out reception and security duties, such as opening and closing gates, security patrols around the college, monitoring fire and intruder alarms, responding to emergencies, monitoring CCTV and the issue and return of keys.

Key Responsibilities

Security

- Monitor access control to college and prevent access to the College during the silent hours by persons with no University connection.
- Carry out regular patrols of the college during the shift that include monitoring student behaviour and dealing with any incidents.
- Instigate emergency lockdown if the College is threatened, alerting the emergency services, issuing instant messaging to College personnel and advising the College authorities of actions taken.
- Maintain a visible presence in the Lodge when not on patrol.

- Unlock doors/gates at specific times ready for daily use.
- Monitor CCTV in college, report incidents to Oxford University Security Services where necessary and back brief the Head Porter as required.
- Monitor the Lodge's fire alarm display panels and intruder alarms to ensure that action is taken promptly when necessary.
- Lead building evacuations when Fire Alarms have been activated and liaise with Security Services/Emergency Services as and when needed.
- Log all fire alarm activations
- Report matters which require routine maintenance to the works request email and contact the relevant contractors for emergency issues.
- Report to the Domestic Bursary any incident or problem that requires further action.
- Issue spare keys to students and guests when needed and maintain accurate records of issue of keys. If keys are lost record the loss and inform the Head Porter so new key can be made.

Welfare

- Record any accident in the accident report book or any incident occurring in college and inform appropriate staff in cases involving illness of staff or students.
- Liaise with Junior Deans, the Welfare Fellow and the Dean on student welfare issues.

General

- Provide appropriate assistance to members of the College and guests of college
- Check in guests and process cash or card payments.
- Update and print daily key sheet
- Print scout key sheet and Kx room usage and equipment list for Lodge and Operations team.
- Check in/out students on the Kx system and issue/receive relevant key and inform correct persons of any early/late check ins/outs.
- General housekeeping jobs to keep the lodge clean and tidy daily.
- Effective handover at the end of each shift noting any relevant information to be passed on.
- Any other reasonable task which falls within the prime objective of the job.

Person Specification

Qualities, Experience and Qualifications

- Excellent interpersonal and communication skills;
- High level of accuracy and attention to details;
- Ability to work alone and without supervision;
- Ability to be flexible and work as part of a team;
- 5 years experience in a customer service role or similar;
- First Aid Qualification;
- Experience with alarm panels or similar equipment;
- Knowledge of KX or a computerized booking system.