



Job Description

Lodge Manager

Overview of Role:

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.

Equally the Lodge provides an emergency service to our students, staff and fellows. It is a place of refuge and of safety. The welfare service it provides is at the heart of its function and as such it must be a place where all feel warmth and feel welcome, whoever they are and whether they are a member of our community or not.

The Lodge Manager is responsible for the leadership, management and operation of the Lodge by the Lodge staff and for ensuring that these standards are met and these values are upheld. They are responsible for overseeing the personal and professional development of all staff under command and for reinforcing the University College and Domestic Bursary values, behaviours and standards which underpin the success of the organisation.

Reporting Lines:

Reports to: The Domestic Bursar

Fully supervises: Deputy Lodge Manager, Lodge Porters, casual (lodge) staff. Contract Monitoring for OSS as required.

Lodge Management

- To ensure that the Lodge is clean, tidy and in a good state of repair at all times. The Lodge must be well presented to welcome all visitors as the College's first opportunity to make a good first impression.
- To ensure that personal items belonging to the Porters are kept in lockers and out of sight of visitors to the College and that no food is consumed in the main reception area of the Lodge.

Staff Management

- To recruit, train and performance manage Lodge staff and ensure that they carry out their duties professionally, efficiently and courteously in accordance with the Lodge operating procedures.

- To determine the duty roster for the lodge and ensure that there is an appropriate level of staff at all times.
- Training; evaluate the training needs of all porters and arrange for the training to take place. This also involves organising and facilitating several training days every year for all Porters to ensure they are up to date on all Lodge duties, procedures and IT systems.

Welfare

- To provide a safe physical space for students who feel under threat to come to for support and reassurance. Porters provide immediate assistance and signpost students to more professionally experienced and qualified staff in shorter time.
- Generate and sustain an inclusive culture where the whole community feels embraced by the wider ethos. A positive culture in the Lodge is crucial in encouraging students to feel that they can turn to the Porters for help in any situation.
- To report on all incidents that involves the behaviour and welfare of junior members to the Dean, Junior Deans or Chaplain and Welfare Fellow, as appropriate and to actively support these officers in implementing the College's policies and procedures.
- To support College officers in the provision of appropriate pastoral care throughout the College community.

Visitors

- To manage the Lodge KX booking system for Fellows, staff, students and guests, ensuring that all information is correctly recorded.
- To receive and direct enquires to the College observing the highest standards of efficiency and courtesy: enquires may come by telephone, email or personal callers, who may be members of the University, members of the public or professional and other service suppliers.

Security

- To ensure that the integrity of the College's physical security arrangements is uncompromised at all times. Report any deficiencies for action to the appropriate authorities.
- To ensure that Contractors and Visitors to the College are signed in at the lodge and that appropriate passes have been issued and recorded and the appropriate health and safety briefings provided.
- To control and monitor the InVentry system for access by College staff, liaising with HR as appropriate.
- To programme electronically, Simons Voss/Salto key cards making sure that cards are deleted when no longer needed and that there are sufficient spare cards for students and visitors alike.
- To administer the identification and security arrangements for third party access (summer schools and conference business etc) in liaison with the Hospitality team.
- To monitor CCTV from outlying Univ sites ensuring that the system is robust and data is retained in accordance with GDPR retention schedules.
- To manage the confidential waste within college, liaising with outside agencies to collect.
- To oversee car parking within main site, including the issue of parking permits and the recording of vehicle details, ensuring that they are up to date and accessible.
- Manage the process of issuing keys and fobs to students, delegates and visitors also ensuring there is a logical and user-friendly system of storing keys and fobs; arrange key and fob audits at least three times a year; make regular checks on key and fob stocks; report missing keys and fobs as per the lost key/fob procedure, arrange replacements; ensure that there is a spare key to every bedroom in the key cupboard. Maintain an up to date directory of keys including security numbers and ensure the integrity of the fob system.

- To organise and discharge security training and briefings, including Prevent Training for College staff and students.

Health and Safety and Compliance

- The Lodge Manager chairs the College Health and Safety Committee which meets termly and reports to General Purposes Committee in 7th Week
- To monitor the College's automatic fire and Intruder detection systems and to respond accordingly to any activations.
- To ensure that Fire Marshal training is delivered and refreshed, ensuring sufficient trained fire marshals at all Univ sites.
- To ensure that there are sufficient personnel trained as first aiders, to facilitate ongoing training including the use of defibrillators. To keep records of all training including up to date lists of qualified first aiders.
- To look after and maintain the college evacuation chairs and wheelchair, making sure that they are serviced at least once a year.
- Maintain first aid kits and defibrillators at all outlying sites.
- Represent the College as the Univ Early Alert Service Single Point of Contact.

Postal Service and Payments

- To ensure that incoming mail is correctly distributed and outgoing mail is accounted for.
- To make sure all credit and debit payments made to the lodge are accounted for and that the appropriate forms are filled out correctly ensuring that receipts are given out and that the Treasury are informed of all payments at the end of the month.

Ceremonial

- Support to the Master, Dean of Degrees, Academic and Development Offices in the planning, organisation and execution of events such as but not exclusively Matriculation and Degree Days.
- To make sure that flags are hoisted on ceremonial occasions or when directed by the Master.

General

- To manage the College's signage, ensuring that the stands are in working order and that there are sufficient directions signs for any planned event.
- To manage the College cycle registration scheme.
- To oversee the student storage rooms and processes over vacation residences.
- Any other duties commensurate with the role and grade.

Person Specification

Essential Qualifications, Skills, Attributes and Experience

1. A relevant management qualification (e.g., ILM Level 3 or equivalent) or willing to work towards a management qualification.
2. GCSE English and Maths (or an equivalent standard).
3. Relevant knowledge and experience of staff management in all areas including performance, welfare, customer service, administration.
4. Good knowledge and understanding of:
 - Health and Safety Legislation
 - First Aid
 - Fire and Security responsibilities
 - Customer Service standards
 - Welfare related services
 - Equality legislation and diversity practices
5. Ability and willingness to lead, manage and motivate a team to deliver high performance and adapt the team to face new challenges.
6. Excellent interpersonal skills, able to build effective working relationships with stakeholders. The post requires a high degree of collaboration in driving service excellence; the post holder will be expected to drive exacting performance standards.
7. Excellent oral and written communication skills including report writing and presentation.
8. Competent user of IT and digital platforms
9. A calm clear-headed ability to work under pressure, make accurate decisions quickly, prioritise work to meet deadlines.
10. The ability to understand the need for confidentiality and when incidents require elevating to College authorities.
11. Ability to complete shift rotas, accurately schedule work for staff and performance manage them in line with the Domestic Bursary Departmental Plan.
12. Well-presented and groomed at all times.
13. Awareness and sensitivity to different cultures and languages.
14. Personal resilience, in terms of stamina and ability to handle occasional challenging situations with calmness and diplomacy.
15. Composure and good judgement under pressure or in an emergency.
16. Empathy, compassion, and an ability to see things from different perspectives.

Desirable (Qualifications, Skills and Experience)

17. Health and Safety qualification – IOSH or equivalent desirable
18. Leadership training and mentoring experience
19. Team building awareness
20. A relevant First Aid at Work qualification
21. Experience of working in a Porter's Lodge or front desk role
22. Full clean driving licence.