Job Description

Deputy Head Porter

Accountable to: The Head Porter

Accountable for: N/A

Liaison with: Fellows, Students, Staff, Old Members, University and Public Figures

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.

The Deputy Head Porter is responsible to the Head Porter and the Domestic Bursar for the leadership and day to day management and operation of the University College Lodge by the Lodge staff and for ensuring that these standards are met. Student welfare, wellbeing and safety are at the forefront of the responsibilities of the Lodge; building appropriate relationships between the MCR, JCR, individual students and the Porters in pursuit of wellbeing is an important part of the Deputy Head Porter role, as is support and signposting to appropriate welfare agencies in the wider university.

He/she is required to deputise for the Head Porter as necessary and assumes his/her authority for reinforcing the University College values, behaviours and standards that underpin the success of the organisation.

The Deputy Head Porter does not have line management responsibility for the Lodge Porters but is responsible for supervising their daily tasks. The Deputy fully deputises for the Head Porter in his/her absence and assumes his/her authority as a result. The Deputy Head Porter and the Head Porter must deconflict in terms of absence from College most of the time. Any significant overlap in absence can be authorised only by the Domestic Bursar

Main Duties and Responsibilities

Lodge Management

- To support the Head Porter in maintaining the physical presentation and turnout of the Lodge and of the Porters at all times.

Staff Management

- To support the Head Porter in the recruitment, training and supervising of Lodge staff and ensuring that they carry out their duties professionally, efficiently and courteously in accordance with the Lodge operating procedures.

Welfare

- To work alongside the Head Porter in providing a safe physical space for students to come to for support and reassurance. The positive culture of the Lodge is crucial in encouraging students to feel that they can turn to the Porters for help in any situation; the Deputy Head Porter supports and deputises for the Head Porter in generating and sustaining that culture.

Visitors

- To coordinate the Lodge KX booking system for Fellows, staff, students and guests, ensuring that all information is correctly recorded and correlates with that held in the Domestic Bursary.

Security

- To support and deputise for the Head Porter on all physical security measures, control of contractors and visitors, health and safety, fire safety, access control, CCTV and monitoring systems appropriate to keeping the College, its physical assets and its community safe from harm.

Health and Safety and Compliance

- Deputise for and support the Head Porter at the College Health and Safety Committee which meets termly and reports to General Purposes Committee in 7th Week.

- To ensure that Fire Marshal training is delivered and refreshed, ensuring sufficient trained fire marshals at all Univ sites under the direction of the Head Porter.

- To ensure with the Head Porter 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, 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 with and on behalf of the Head Porter.

Ceremonial

- Deputise for the Head Porter as required in 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.

General

On behalf of the Head Porter,

- manage the College's signage, ensuring that the stands are in working order and that there are sufficient directions signs for any planned event.

- manage the College cycle registration scheme.
- oversee the student storage rooms and processes over vacation residences.

Any other duties commensurate with the role and grade.

Person Specification

Essential Qualifications, Skills and Experience

1. GCSE English and Maths (or an equivalent standard).

2. Experience of staff management in all areas including performance, welfare, customer service, administration.

3. Good knowledge and understanding of:

    a. Health and Safety Legislation
    b. First Aid
    c. Fire and Security responsibilities
    d. Customer Service standards
    e. Welfare related services
    f. Equality legislation and diversity practices

4. Ability and willingness to lead, manage and motivate a team to deliver high performance and adapt the team to face new challenges.

5. 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.

6. Excellent oral and written communication skills including report writing and presentation.

7. Competent user of IT and digital platforms.

8. A calm clear-headed ability to work under pressure, make accurate decisions quickly, prioritise work to meet deadlines.

9. The ability to understand the need for confidentiality and when incidents require elevating to College authorities.

10. Ability to complete shift rotas, accurately schedule work for staff and performance manage them in line with the Domestic Bursary Departmental Plan.

Personal Attributes

11. Well-presented and groomed at all times.

12. Awareness and sensitivity to different cultures and languages.

13. Personal resilience, in terms of stamina and ability to handle occasional challenging situations with calmness and diplomacy.

14. Composure and good judgement under pressure or in an emergency.

15. Empathy, compassion, and an ability to see things from different perspectives.

Desirable (Qualifications, Skills and Experience)

16. Health and Safety qualification – IOSH or equivalent desirable.
17. Leadership training and mentoring experience.
18. A relevant First Aid at Work qualification.