



**1 Main Conditions of Service**

<b>Job Title:</b>	Lodge Porter (Nights)
<b>Department:</b>	Domestic Staff - Lodge
<b>Responsible to:</b>	Assistant Home Bursar
<b>Reports on a day to day basis to:</b>	Senior Porter
<b>Grade and Salary:</b>	£10.47 per hour
<b>Hours of Work:</b>	<p>75 hours per fortnight, including work at weekends (Saturday and Sunday).</p> <p>These hours will be worked in accordance with the rota supplied by the Assistant Home Bursar, and will normally comprise 8 days on / 6 days off. Whilst the hours of work are usually within the period 11.00pm to 8.00am, work patterns may vary according to the needs of the College.</p>
<b>Leave Entitlement:</b>	<p>24 days a year, plus public days.</p> <p>Annual leave must not be taken at the same time as the other night porter(s) with whom you normally work. Where other porters are on annual leave, their colleagues are expected to cover some of their absence.</p> <p>Bank Holidays which fall within the full term of the University of Oxford are normally worked.</p>
<b>Benefits:</b>	Meals without charge when served during periods when the post-holder is on duty. Night porters will be provided with breakfast at the end of their shift (if required).
<b>Probation:</b>	The post is subject to a six-month probationary period.
<b>Notice:</b>	This appointment may be terminated by either side by giving one week's written notice during the first year, and one month's written notice after the completion of the first year.

## **2 Purpose and Duties of the Post**

### **2.1 Purpose**

To be part of a team that will provide the highest levels of service to all visitors to the Lodge (students, Fellows, conference delegates and others), and that will promote a professional and positive image of the College to everyone who has contact with the Lodge. The post holder will also provide professional and efficient security support for the College when required.

It will be a requirement of the role that staff undergo training in customer service skills, and acquire an appropriate first aid qualification (such training to be paid for by the College).

### **2.2 Main Duties**

#### **Customer Services**

- To welcome visitors to the College and ensure that enquiries are dealt with as quickly, efficiently and courteously as possible.
- To assist visitors by giving directions to accommodation and function areas, and to provide accurate information to students, conference delegates and staff as required.
- To answer and deal with telephone enquiries in a courteous and helpful manner, and to transfer calls and take/ deliver messages as appropriate.
- To receive, act upon and respond to Lodge emails in a timely and efficient manner.
- To be conversant with all relevant College IT systems, including the Kinetic computerised room management system. To liaise with the Conference and Housekeeping offices on room bookings and use, plus the operation of the system.
- To liaise with the Housekeeping and Conference offices and ensure that students, conference delegates and guests vacate their rooms on time.
- To ensure that charges for lost keys and prolonged stays are reported to Accounts and Conference offices.
- To make sure that keys are not taken from the Lodge without a signature, an ID card, or a deposit. For some keys both a signature and a deposit is required.
- To make certain that all keys are on the correct hooks and keys are only handed out to those entitled to have them. Order replacement keys as required.
- To issue keys for, and collect money due for, guest rooms.
- To order taxis as appropriate.

## **Lodge Information**

- To liaise with the outgoing porter(s), so that you are fully aware of matters likely to be of concern to you during your shift.
- To read the 'Handover diary' and Ox Book covering the time since you were last on duty, and keep up to date with other files, emails, FAX messages and notices kept in the Lodge (e.g. fire, security and medical procedures).
- To brief the relief porter(s) on any matters that are likely to be relevant for their shift (either verbally, or in writing for more complicated matters).

## **Emergencies**

- To be alert for incidents such as fire, medical emergencies, or theft, and to deal with such emergencies promptly and appropriately. Thereafter to ensure that the necessary records are made.
- In the case of medical emergencies, to refer to the Medical Emergencies notice on the Lodge notice board, call a taxi or an ambulance as appropriate, and then contact the duty Junior Dean (in term time) or the conference organiser (outside term time, if appropriate).
- In the case of security/ fire emergencies, to call the police or emergency services, and then contact the appropriate College authorities as published in the Fire/ Security Alarm file. The University Security Services may also be contacted if you consider it 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. Appropriate training will be provided by the Maintenance team. Porters are expected to be conversant with the emergency services manual and the alarms/ security/ fire folder kept in the Lodge. The on-call Tradesperson should only be called if isolating the appropriate supply outlet does not resolve the problem.

## **Mail/ Messages/ Communications**

- To receive post, and to sort, distribute and despatch internal and external mail as appropriate.
- To ensure that pigeon holes in the Lodge are cleared at the end of each working day, and to deliver mail to the various parts of the College, including external College properties.

- To receive goods delivered to the Lodge (e.g. furniture, stationery, computer equipment) and to deliver them to their correct destination on the day that they arrive.
- To prepare and distribute lists relating to bank mail, parcels and registered post which are ready for collection.
- To see to the franking of all mail handed into the Lodge by either Fellows/ Lecturers or students. Fellows/ Lecturers to be entered into the book and marked either "C" for College to pay or "P" for Personal. This is to be charged to battels by Accounts.
- To arrange (by email through the IT Manager or Senior Porter) for telephones to be issued on a temporary basis as required to guests and conference delegates, and to collect deposits.
- On a termly basis, to make sure that telephone issues are dated and signed for, and that room keys are signed in and out on their staircase sheets, and on the Kinetic computer records.
- To report telephone faults and laundry equipment faults to the Senior Porter.

### **Noise**

- To liaise with the Junior Deans to proactively ensure that students do not make excessive noise within their rooms, within stairwells, outside staircases, outside the Lodge, or through College generally.
- To remain at the front desk during the whole shift (when not on patrol) and to be alert in watching people outside the Lodge, rather than moving to the back office.
- To record all issues regarding noise in the Ox Book.

### **Events**

- To be conversant with instructions relating to ENTZ nights.
- Occasional out-of-hours locking of rooms.

### **Car Park**

- To assist authorised persons with parking, check that permits have been displayed on vehicles using the staff and visitors car parks, prevent unauthorised parking in the car parks and surrounding college roads, and report details of unauthorised parking by students to the Dean.

## **Safety and Security**

- To undertake security patrols covering all buildings within the College, paying special attention to the car park during busy periods, and to ensure that all doors are locked.
- To turn away, and report to the Lodge, any suspicious or disruptive persons.
- To pick up any unsightly litter around the College during the patrol.
- To respond to calls for assistance from all parts of the College.
- To check outside lights to ensure that they are functioning correctly (nights only), and to report to the Maintenance department any lights that are not functioning correctly.
- To assist with fire drill practices carried out in College.
- To use CCTV to monitor suspicious persons on College grounds.
- To ensure matters relating to Health and Safety policy are complied with.
- To maintain Lost Property and Found Property registers and arrange for the return of property to losers or other disposal.
- To deal with Cycle Registrations

## **General**

- To ensure that a mobile phone is carried at all times, which should act as the contact number during the evening and night shifts.
- In addition to the normal administrative requirements of the role, to undertake occasional administrative work/ projects, as directed by the Senior Porter.
- The post holder will also be required to undertake training in the operation of the College's fire alarms, security alarms, and Webcam systems.
- To maintain punt and tennis booking sheets during summer months, and collect fees.
- To ensure that punts (including paddles, cushions, etc.) are returned, and that they are locked and moored in their correct positions.
- To keep the Lodge tidy, and leave the front desk area as you would expect to find it.
- To undertake such other duties, consistent with the purpose of the job, as may be assigned from time to time by the Assistant Home Bursar, the Senior Porter, or their nominee.

## **EACH NIGHT:**

1. To ensure that Security alarms are set at night and taken off each morning when the day porters arrive
2. Check key register and the Scouts booking out sheet with keys on the lodge and Scout key boards and highlight any missing ones in the register.
3. Check the parcels in the post room parcels section and the recorded mail in the key room and update the Parcels and Recorded Mail list which can be found under Lodge Files and then All Forms, etc. Print off the new list and put on the clip board.
4. Check the Booking Out section of Kinetic Residential with the key boards and ensure that all keys that have been returned that day ending have been booked out on the system.
5. Go to Residential, Before, Predicted Arrivals and Departures and print off the sheet covering the new day. Place on a clip-board.
6. Go to Residential, Before, Registration Cards and print off the registration cards for the new day.
7. Go to Events, Reports, Event Reports, Schedule of Room and Catering Bookings and print off the sheets from that day as indicated in the dates panel. Place these sheets on the same clipboard as at 4.
8. Periodically top up the paper in the machine in the MCR computer room on SC 18 using paper obtained from the General Office.
9. **Once a week** check the A to Z pigeon holes to ensure that no post has been wrongly filed in them, e.g. Fellows' post or post for students who actually have a pigeon hole.
10. **On Saturday or Sunday night**, whichever is convenient, empty the pigeon-holes in the back of the lodge and distribute to the pigeon holes in the General Office/ Fellows area.

## **ADDITIONAL NOTE:**

If you are working alone and you have to leave the Lodge, you should ensure that:

- a) the safe is locked;
- b) the key room door is pulled shut;
- c) a notice is left in the Lodge giving details of the mobile phone number;
- d) you take with you a walkie-talkie radio, mobile phone and emergency radio button;
- e) the rear office Lodge door is locked
- f) when there is a security officer on duty, contact him by radio and ask him to stand inside the Lodge to deal with any visitors until your return, and to notify you of any alarms.

### 3 Person Specification

Personal Attributes based on the Duties of the Post	Essential (E) or Desirable (D)	Evidence
<b>Qualifications:</b>		
Relevant customer service qualification	D	1, 2
First Aid qualification	D	1, 2
<b>Experience/Knowledge</b>		
Experience of working in a busy customer-facing role, ideally in a front-of-house or reception role in a large 4* hotel or similar	E	1, 2, 3
Security experience	D	1, 2, 3
<b>Skills</b>		
Strong customer focus	E	1, 2, 3
Excellent interpersonal and communication skills (oral and written), including high standard of spoken English	E	1, 2, 3
Excellent I.T. skills (including Word, Excel and databases)	E	1, 2, 3
Strong organizational and general office skills	E	1, 2, 3
Ability to work flexibly and as part of a team to ensure that overall departmental standards of service are maintained	E	1, 2, 3
High level of accuracy and attention to detail	E	1, 2, 3
Ability to work without supervision and under pressure	E	1, 2, 3
Ability to work proactively and use initiative when required	E	1, 2, 3
The successful applicant will need to be physically fit because there is a requirement to be able to move about the College site at speed, particularly during an emergency	E	1, 2, 3

**Evidence: (1) = Application, (2) = Interview, (3) = References**

## 4 General Information on St Catherine's College

Although one of the newest and largest colleges within Oxford, St Catherine's College can trace its roots back to 1868, when a 'Delegacy for Unattached' students was formed. The Delegacy's mission, as stated by its first Censor, George Kitchin, was to guarantee a University where: *"the best education [would be] placed within the reach of all, rich or poor, who show themselves worthy of it"*.

This mission was achieved by allowing students the opportunity to study at Oxford without having to be a member of a College, which was prohibitively expensive. This was a ground-breaking moment in the history of Oxford, and constituted a revolutionary challenge to the status quo. We are proud to be able to trace our foundation back to such an exciting movement and our ethos today still reflects those original values.

Our modern College, known informally as Catz, was established in 1962 by its founding Master, Lord Alan Bullock. Our grade 1 listed buildings, located in a peaceful setting adjacent to the University Parks, were designed by Danish architect Arne Jacobsen and attract visitors from around the world. The striking modern architecture, fittings and furniture, reflected a move towards the open, contemporary, culture that is still fundamental to our approach today. With a student population of over 500 undergraduates and 400 postgraduates, alongside a thriving community of visiting students, we're a diverse and vibrant College. The offices are a pleasant working environment, with a lively and friendly atmosphere.

The College has excellent facilities including a car park, gym, library, music building, squash and tennis courts, all of which staff are welcome to use. We operate a salary-sacrifice childcare scheme and season ticket loan.

## 5 Application Details

### 5.1 How to apply

All applicants are required to complete an **Application Form** and a **Recruitment Monitoring Form** available on the College's website (<https://www.stcatz.ox.ac.uk/lodge-porter-nights>). These forms can also be obtained from the Personnel Office ([personnel@stcatz.ox.ac.uk](mailto:personnel@stcatz.ox.ac.uk)).

Applications should be sent, by email attachment, to [personnel@stcatz.ox.ac.uk](mailto:personnel@stcatz.ox.ac.uk)

### 5.2 Closing Date

The closing date for the receipt of applications for this post is midday on Monday 28 January 2019.

### 5.3 Referees

The application form will ask for the name of two referees, one of which should be your current or most recent employer. Your referees will not be contacted unless you are offered the position.