



CORPUS CHRISTI COLLEGE JOB DESCRIPTION

| Job Title: Lodge Porter - nights | | | |
|----------------------------------|---|---------------------------|--------------------------------------|
| Purpose: | To provide a first class reception and security service to College | Terms /Hrs /week | 36 Hours per week (3 x Night shifts) |
| Supervised by: | Trevor Greenaway (Head Porter) | Contact Details: | |
| Managed by: | Trevor Greenaway (Head Porter) | Contact Details: | Trevor.greenaway@ccc.ox.ac.uk |
| 3 rd Party Reviewer | Andrew Rolfe (Domestic Bursar) | Contact Details: | Andrew.Rolfe@ccc.ox.ac.uk |
| Role Description: | The Porter's Lodge is the centre of College activities and is the important face of the College to the outside world acting as the first point of contact. The Porters are primarily responsible for the security and safety of the Senior Members, students, alumni, staff, contractors, conference guests and visitors and for providing and disseminating information. | | |
| Pay: | £13.13 per hour (pay rise due in August) | Holiday Entitlement: | 24 days +5 at Xmas and + BHs |
| Specialist Training: | First aid at Work, Fire Marshall | Role Specific Allowances: | N/A |
| Reviewed | | Date | July 2023 |
| Post Holder: | | Appointed: | |

RESPONSIBILITIES

The jobholder will be responsible for:

General Duties

- Welcoming visitors to the College and ensuring that enquiries are dealt with as quickly, efficiently and courteously as possible.
- Passing on maintenance issues.
- Handling correspondence (sometimes of a confidential nature) on a daily basis, including sorting the post and ensuring correct postage for letters and parcels to be dispatched.
- Answering and dealing with telephone enquiries in a courteous manner.
- Hoisting and lowering the College and national flags
- Ordering taxis
- Keeping the Lodge and surrounding areas neat and tidy.
- Handling financial transactions undertaken by the Lodge including the sale of merchandise, payment for guest rooms etc
- Such duties as may be required by the Head Porter from time to time.

Security, Health and Safety

- Issuing and recording of keys ensuring that only persons authorised have access to them.
- Locking and unlocking the doors and gates to College.
- Ensuring that security for the College is maintained at all times through regular patrols and watching CCTV.
- Patrolling the College and reporting any incidents etc.
- Carrying out regular checks on the car parks and bicycle areas and identifying unauthorised vehicles and bicycles.

- Monitoring the alarm, access control and CCTV systems, dealing promptly with breaches of security such as theft or intrusion and fire and flood, keeping the Head Porter and Domestic Bursar and other authorities informed and calling the emergency services as needed.
- Issuing contractors badges and keeping record of visits.
- Dealing with fire alarm activations and recording incidents.
- Acting as the initial point of contact for any emergency (e.g. injury, breach of security, unruly behaviour, fire alarm etc. occurring at the main site or in any of the College's offsite annexes and houses) and taking appropriate action.
- Recording accidents in the Accident Book and reporting any accidents to the Head Porter and Domestic Bursar.
- Monitoring the incident book on a daily basis and reporting significant incidents in a timely manner to the appropriate College personnel.
- Maintaining a calm manner at all times and defusing any confrontational situations that may arise.

Conferences & Meeting Rooms

- Consulting and noting the room booking calendars and answering queries
- Welcoming conference delegates, ensuring that all enquiries are dealt with quickly, efficiently and courteously.
- Issuing keys and information to conference delegates and others in a timely manner.
- Directing guests to all accommodation and function areas.
- Putting out directional signs when required.

Appointment

The College is looking to fill this post as soon as possible. There will be an initial probationary period of 6 months. The appointment will be conditional on verification of the successful candidate's right to work in the UK, and subject to the receipt of satisfactory references, one of which should be your current employer.

Remuneration and Terms

This post will be paid £13.13 per hour (pay rise due in August) depending upon experience. The post is part-time 36 hours per week. The hours worked will routinely be 3 nights per week (there will be opportunities for some overtime for leave cover etc);. The College offers 24 days annual leave per annum plus, in addition to Bank Holidays, 5 days compulsory leave at Christmas. Membership of the staff contributory pension scheme, and free meals when working, and when the kitchen is open, also form part of the package.

Notice

During the initial probationary period of 6 months, notice will be two weeks on either side. Subject to satisfactory review and confirmation of the post, the notice period will be 1 month on either side.

How to Apply

Prospective candidates should send their completed application form and Curriculum Vitae to the HR Administrator, either by post or electronically, at Corpus Christi College, Merton Street, Oxford, OX1 4JF, email: recruitment@ccc.ox.ac.uk, to arrive no later than midday on 17 July 2023. Interviews will be held in the week commencing 17 July 2023.

Employment Criteria

| Criteria | Essential | Desirable |
|--|------------------|------------------|
| Articulate in both written and spoken English | X | |
| Organised and Punctual | X | |
| Smart of appearance and polite in order to represent the College to Members, visitors and the general public | X | |
| Ability to prioritise tasks | X | |
| Experience of supporting a small and busy team | X | |
| Customer Service ethos | X | |
| IT literate with the ability to use MS Office applications | | |
| First Aid at Work Qualified * | | X |
| Fire Marshall Trained * | | X |
| Medically fit and able to work alone and cover night shifts when required | X | |
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| Has an understanding of the ethos of Oxford Colleges | | X |
| Demonstrates initiative and ability to work without supervision | X | |
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* If not qualified then training will be provided

Job description approved by: AR

Date: July 2023