



Further Particulars

Casual RECEPTIONIST – DAYS & NIGHTS

(Internally referred to as CASUAL LODGE PORTER)

Job Title:	Casual Receptionist (Casual Lodge Porter)
Department:	The Lodge
Location:	Merton College
Shift Pattern:	Days and/or Night shifts
Contract Type:	Casual work
Responsible to:	Head Porter & Deputy Head Porter

The Lodge at Merton

Merton College has 2 lodges; the Main Lodge on the College site and Holywell Lodge on the site of student accommodation, a short distance away in Holywell Street. Both are operational 24 hours a day and when required, casual Lodge Porters are rostered to work either on days or nights at Holywell Lodge, supporting their full-time colleagues at the main site. Both Lodges play a vital role within the College community and provide a “first port of call” for all College members.

Main Purpose of the Role

Holywell Lodge is very much the gateway to Merton College’s student accommodation in Holywell Street. Porters there welcome and assist a significant number of students and staff 24 hours day. The porters are very busy and the role is one in which they are required to provide the highest possible standards of service at all times.

Holywell Lodge plays an essential role in the day-to-day life of those living within the student accommodation on Holywell Street. Porters will routinely work closely with colleagues in other departments as well as providing reassuring security patrols, assisting with all Fire alarm activations and providing first aid support and indirect assistance to the welfare team.

Main Duties of the Role

Reception Duties

- Act as the first point of contact and use initiative to solve day-to-day problems within the College in a calm and efficient way, utilising good oral and written communication skills, including email.
- Issue room keys and fobs to students and staff where necessary.
- Use KX booking system to check students in and out of college rooms.
- Receive any visitor who arrives at Holywell Lodge in an efficient and courteous manner.
- Dealing with incoming and outgoing post and deliveries.

Fire & Security

- Responsible for the physical security of college members and premises when on duty.
- Monitoring and responding to CCTV systems, fire and security alarms as required.
- Checking and responding to any incidents of unauthorised entry to the College.
- Carry out regular security patrols to check windows, external gates and buildings are secure.
- Record and report accident, security and fire safety incidents.
- Record and report any faults or defects found via the Service Desk System.
- Routinely liaise with colleagues at Oxford University Security Services staff in relation to security matters.
- Working closely with the full time Lodge porter at the main site, liaise with the College Discipline and Welfare teams to assist in the implementation of College Rules, including challenging noisy or unruly behaviour within the College.
- As a trained fire marshal, assist in responding to fire alarm activations

Incidents

- Deal with any emergency in a swift and prompt manner, following the College Fire Plan and other emergency plans.
- Provide first aid promptly should an occasion arise. Training will be provided and you will be required to pass relevant training courses.
- Provide written incident reports to a good standard of written English.

Other

- Comply with any other reasonable request when required by the Head Porter.
- Responsible as part of the Lodge team to ensure an efficient handover between shifts and effective communication within the Lodge and wider College community.

Hours of work

- Work will be offered to you on an 'ad hoc' basis as and when there are shifts to be covered. You are entitled to accept or decline such offers of work.
- Day shifts are 12 hours starting from 06:30-18:30hrs.
- Night shifts are 12 hours starting at 18:30-06:30.

Experience Required

Essential

- Excellent oral and written English communication skills.
- Experience of working in a busy customer service role.
- Approachable and able to deal with a diverse customer base.
- Have previous experience of and be able to work effectively alone.
- Punctual, reliable and of professional appearance.
- Confident to challenge individuals whilst maintaining good relationships.
- Able to remain calm and polite when under pressure, including in emergency situations.
- Ability to maintain confidentiality when dealing with sensitive situations.
- IT skills. Able to use Microsoft Windows applications

Desirable

- Experience of working in a college or university environment.
- Nights - Experience of working night shifts.
- Previous training and or certification in First Aid and Fire Marshall.

Salary and Benefits

- The hourly rate for this position is £14.75 per hour (which includes holiday pay).
- Meal allowance of £5.50 per shift when on duty at Holywell Lodge (when no meal provision is available).
- Car parking is also available.

Application Process

Those wishing to apply for this post should complete the online application at <https://www.merton.ox.ac.uk/vacancies> **and** e mail the following document to vacancies@merton.ox.ac.uk in the named format '**Last Name First Name Application**'. Please put your **last name and 'Casual Lodge Porter'** in the subject line of the e mail.

- An up-to-date CV.

If you have any questions then they can be discussed with Huw James, Head Porter at email: headporter@merton.ox.ac.uk

Closing date: The vacancy will only remain open until a suitable candidate is appointed. Early application is encouraged.

Candidates are encouraged to complete an Equal Opportunities Recruitment Monitoring form at the end of the Application form. The information collected on the equal opportunities recruitment monitoring form does **not** form part of the selection process and will **not** be circulated to the selection panel. It will be used solely to monitor the effectiveness of the College's Single Equality Scheme which is published at www.merton.ox.ac.uk/about/college-policies.

This appointment will be determined only by personal merit and the application of criteria related to the duties of the post. No applicant will be treated less favourably than another because of sex, gender reassignment, marital status or civil partnership, pregnancy or maternity, racial group, disability, age, religion and beliefs or sexual orientation.

Merton College is an equal opportunities employer.

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