**Further Particulars**

**LODGE PORTER**

**Job Title:** Lodge Porter  
**Department:** The Lodge  
**Location:** Merton Lodge, Merton Street and Holywell Lodge, Holywell Street  
**Shift Pattern:** Permanent Nightshift  
**Contract Type:** Permanent  
**Responsible to:** Head Porter, Lead Porters

**The Lodge at Merton**

Merton College was founded in 1264, and is the third oldest College in Oxford. It is well-known for the outstanding achievements of its undergraduates, and the high performance of its graduates. The College is one of the largest mixed Colleges, with approximately 300 undergraduates and a similar number of graduates. It has a Governing Body of over 70 Fellows, supported by 120 non-academic staff. More information on Merton College can be found on the website [www.merton.ox.ac.uk](http://www.merton.ox.ac.uk).

Merton has 2 lodges; the Main Lodge on the College site and a smaller lodge on the site of student accommodation, a short distance away in Holywell Street. The Lodges play a vital role within the College community; they are the ‘first port of call’ for students and other College members and are the reception point for visitors to the College.

**Main Purpose of the Role**

To ensure the College Lodge offers a high quality, professional and efficient reception service to members of the College, visitors and guests. To be responsible for the security of the College and to operate effective procedures in the event of an emergency.

This role will be required to work at Holywell Lodge as well as Merton Lodge.

**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 guests and staff and issue keys, fobs and badges to contractors as part of the security procedure.
• Use KX booking system to check students and guests in and out of college rooms.
• Receive any visitor who comes to the College in an efficient and courteous manner, including conference delegates, candidates for interview and prospective students.
• Have a reasonable knowledge of the College history in order to be able to answer questions that visitors may ask.
• Collect and accurately record all monies paid by visitors or tour parties.
• Dealing with incoming and outgoing post and deliveries.

Security
• Responsible for the security of the College when on duty, remaining vigilant at all times, dealing with unauthorised entry to the College.
• Porters are to conduct security patrols to ensure the College is secure as required by the Lodge Lead Porter/Head Porter.
• Conducting fire alarm testing.
• Issuing bike and car parking permits for staff and visitors and dealing with OU Security Services for unauthorised parking.
• To assist with ensuring the College provides a safe environment.

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.
• Assist in the enforcement of College Rules, including challenging noisy or unruly behaviour within the College.

Other
• Put up and take down flags as instructed, in accordance with procedure.
• Comply with any other reasonable request when required by the Lead Porters or 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.
• Support the Maintenance team in making initial assessments out-of-hours in resolving maintenance problems, referring as necessary.

Salary and Benefits
• The salary for this role is £23,370, increasing to £23,901 per annum after satisfactory completion of 6 months probationary period. Overtime is also applicable to this role.
• A night allowance of £1,000 per annum is paid to those working permanent nights.
• Working an average 46.5-hour week over 4 shifts a week, on a 6-week cycle, the successful applicant will be required to work 12-hour shifts, which will include some weekends and bank holidays. An example shift pattern is shown below.
• You will be expected to be flexible, and overtime will be required at certain times to cover absence and holidays or other operational requirements. You will be required to cover for the opposite shift pattern on an occasional basis.
• Including the normal English bank and public holidays you will be entitled to 30.5 days holiday, which is the equivalent of 7.6 weeks.
• Benefits include membership of the University of Oxford Staff Pension Scheme (OSPS), uniform and meals in College when on duty. Private medical insurance is also provided for those who wish to take it up. A meal allowance is paid when working at Holywell Lodge. Car parking is also available.
• We are a Living Wage Accredited Employer.

Night Shift Pattern

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<tr>
<th></th>
<th>Mon</th>
<th>Tues</th>
<th>Weds</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>R</td>
<td>R</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>A9</td>
<td>R</td>
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<tr>
<td>Week 2</td>
<td>R</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>A9</td>
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<td>N</td>
<td>N</td>
<td>N</td>
<td>R</td>
<td>R</td>
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<tr>
<td>Week 4</td>
<td>N</td>
<td>N</td>
<td>R</td>
<td>R</td>
<td>R</td>
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<td>N</td>
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<tr>
<td>Week 5</td>
<td>N</td>
<td>R</td>
<td>R</td>
<td>R</td>
<td>N</td>
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<tr>
<td>Week 6</td>
<td>R</td>
<td>R</td>
<td>R</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>A9</td>
</tr>
</tbody>
</table>

R = Rest Day
N = 12 hour shift 1830 - 0630
A9 = 9 hour flexible shift which will either be worked or ‘banked’ depending on operational requirements

Experience Required

Essential

• Excellent oral and written English communication skills.
• Experience of working in a customer service role.
• Approachable and able to deal with a wide ranging customer base.
• Able to work effectively as part of a team.
• Punctual and reliable and of professional appearance.
• Confidence to challenge persons whilst maintaining good relationships.
• Able to remain calm and polite when under pressure, including in emergency situations.
• Flexibility in working hours and duties undertaken.
• Ability to maintain confidentiality when dealing with sensitive situations.
• Willingness to contribute to improvement activities.
• IT skills. Able to use Microsoft Windows applications and other systems e.g. key fob programming.
Desirable

- Experience of working in a College environment.
- Experience of working shifts.
- Previous training and or certification in SIA, First Aid and Fire Warden

Application Process

Those wishing to apply for this post should complete the online application at www.merton.ox.ac.uk/about-merton/vacancies and upload the following documents by 5:00pm on Wednesday 8 August 2018:

- A detailed covering letter outlining their motivation for applying and how their skills and experience equip them to undertake the role.
- A CV.
- An Equal Opportunities Recruitment Monitoring 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

The position may be discussed further with the Head Porter (email: headporter@merton.ox.ac.uk)

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 his or her sex, marital status, racial group, disability, age, religion and beliefs or sexual orientation.

Merton College is an equal opportunities employer.