Further Particulars

LODGE PORTER

Job Title: Lodge Porter
Department: The Lodge
Location: Merton College, Merton Street, Oxford, OX1 4JD
Lodges at Merton Street and Holywell Street
Shift Pattern: Day shift
Contract Type: 12 month fixed term contract.
Reporting to: Head Porter
Lead Porter

The Lodge at Merton

Merton College was founded in 1264 by the former Bishop of Rochester, Walter de Merton. Located in central Oxford, the College now has over 70 Fellows, approximately 600 students and 115 support staff. Having gained a world-wide reputation for outstanding academic excellence and its research accomplishments, Merton is an inclusive international community in which great importance is placed upon equality and diversity.

More information on Merton College can be found on the website www.merton.ox.ac.uk.

Merton has 2 Porters Lodges; the Main Lodge on the College site and a satellite Lodge a short distance away in Holywell Street. Both Lodges play a vital role within the College community; they provide a ‘first port of call’ for College members and are a reception point for visitors.

Main Purpose of the Role

The main Lodge is very much the gateway to the College and on a daily basis our team of Porters welcome and assist a significant number of Fellows, students, staff and visitors from all over the world. The Porters therefore work in a very busy and public facing role and one in which they are required to provide the highest possible standards of service at all times.
With a primary focus upon providing a friendly and professional front of house service the Porters also have responsibility for the security and safety of college members and premises. This routinely involves; managing keys; CCTV & access control systems; monitoring various fire and security systems; conducting regular patrols and when required responding to alarm activations.

The Porters are a small team who play a large and essential role in the day to day life of the college. In addition to public facing duties, the Lodge team work closely with colleagues in other departments, helping to facilitate numerous events and activities that take place. Importantly, the Porters also provide first aid support and indirect assistance to the welfare team.

This role will involve working at both Lodges.

**Main Duties of the Role**

**Reception Duties**
- As the first point of contact provide a friendly, helpful and well-presented service to all College members, prospective students, visitors and guests.
- Receive and assist with all personal and telephone enquiries in a polite and professional manner.
- Liaise with colleagues in relation to the arrival of guests and visitors.
- Using a Kinetics KX room booking system check students and guests into and out of college rooms.
- Issue room keys and fobs to guests and staff.
- Sign contractors in and out as part of the security procedure.
- Receive and process all incoming and outgoing post and parcel deliveries.
- Collect and accurately record all monies paid by visitors or tour parties.
- Have a reasonable knowledge of the College history in order to be able to answer questions that visitors may ask.

**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 *primarily on nights*
- Conduct weekly fire alarm testing and assist with periodic fire drills.
- Record and report 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 College Discipline and Welfare teams to assist in the implementation of College Rules, including challenging noisy or unruly behaviour within the College.

Emergency Response
• Respond promptly to any emergency situation and where necessary inform and cooperate with emergency services personnel. In the event of serious incidents implement the College emergency and fire response plans including notifying senior College personnel.
• As a trained first aider, provide basic first aid assistance as required.
• As a trained fire marshal, assist in responding to fire alarm activations
• Complete written incident reports as required.

Other
• Raise and lower College flags as required.
• 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.
• Issuing bike and car parking permits for staff and visitors and dealing with OU Security Services for unauthorised parking.
• From time to time undertake any other reasonable request as required by the Lead Porter or Head Porter.

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 shift allowance is also paid
• 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.

**Indicative Day Shift Pattern**

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D = 12-hour shift 06:30-18:30

D1 = 9-hour flexible shift 06:30-15:30, which will either be worked or ‘banked’ depending on operational requirements

**Experience Required**

**Essential**

• Demonstrable experience of working in a busy, public facing customer service role such as:
  o a Hotel reception/front desk
  o College Porter
  o Customer enquiries/help desk
  o Retail customer facing roles
• Demonstrable experience of having held responsibility
• Excellent oral and written English communication skills, including telephone manner.
• Competent in the use of IT systems with Microsoft Office and Outlook software.

**Personal Attributes:**

• Excellent interpersonal skills with a polite, personable and friendly attitude.
• Enjoy working with a wide and diverse range of people
• Enjoy a varied and diverse workload.
• Comfortable working in a busy and at times challenging role.
• Able to work effectively as part of a team and confident when working alone.
• Able to multi-task and prioritise workload.
• Punctual, reliable and of professional appearance.
• Able to remain calm and polite when under pressure, including in emergency situations.
• Flexible attitude toward working hours and duties undertaken including working occasional night shifts.
• Able to display discretion and complete confidentiality when dealing with sensitive situations.

Desirable
• Experience in using room management booking systems
• Experience in security services and systems (such as CCTV, fire and security alarms, access control etc.)
• First Aid and Fire Warden trained
• Willingness to learn and contribute to improvement activities.

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 Friday 24 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 Lead Porter (email: holly.bednarczyk@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