Hertford College wishes to appoint a Lodge Porter as relief for absence cover, general shift work and to support the team at its main site at Catte Street, Oxford. This role encompasses a range of responsibilities, including front-of-house duties, ensuring security, and facilitating occasional pastoral care.

This post requires a team player, who is comfortable working unsupervised.

The Lodge Porter will have a minimum of 33.2 hours per week, extending to 40 hours as required, with the opportunity for overtime when authorised.

Flexibility for shift rostering is required. The usual shifts to be covered on demand are as follows:

- **Days**: 09.00-17.00
- **Evenings**: 16.00-22.00
- **Nights**: 21.00-07.00
- **Weekend nights**: 19.00-07.00
- **Weekend days**: 07.00-19.00

Flexibility is expected.

The basic remuneration package is £9.24 per hour, plus an additional shift allowance of £1.79 per hour for anti-social hours (all evening, night and weekend shifts qualify for this additional payment). The successful applicant will be entitled to join a contributory university pension scheme (OSPS), as well as a generous holiday entitlement of 28 days (including Christmas shutdown days, usually 5 days), in addition to 8 bank holidays. The post-holder is also entitled to a free meal while on duty. A uniform and PPE will be provided.

**DUTIES**

The list of duties presented below is not exhaustive; it simply provides a brief indication of the typical duties of a Porter.

Porters are expected to:

- Attend at the Lodge, except when called away to an emergency or when carrying out a security patrol.
- Operate the Lodge telephones, transfer calls, answer queries, and take and deliver messages.
- Give accurate information to callers at the Lodge, as well as direct visitors. Porters are expected to be courteous and helpful at all times.
• Receive mail, sort, distribute and despatch external mail, and deliver mail to the appropriate department or individual’s pigeon holes.
• Issue keys, keeping accurate records of issue and receipt.
• Keep an accurate record of incidents.
• Maintain a current record of all students, staff and Fellows in residence.
• Be alert for incidents such as fire, flood and theft, and take appropriate action.
• Receive, act upon and respond to lodge e-mails.
• Monitor the security cameras, and act on anything unusual or suspicious.
• Challenge trespassers, and ask them to leave.
• Carry out random security patrols within the College site, clearing any unsightly litter during patrol.
• Respond to calls for assistance from all parts of College, including annexes.
• Despatch deliveries of goods from the lodge (such as furniture, stationery, computer equipment) to their correct destination on the day they arrive.
• Close gates and lock up the site in accordance with the prevailing timetable.
• Keep the Lodge and areas outside the Lodge in clean and tidy condition.
• Ensure notices on notice-boards are current, and remove out of date notices.
• Read and understand the Emergency Procedures and Guidelines for the Porters Lodge. Ask the Head Porter for clarification or explanation of any points.
• Take rapid and appropriate action in emergencies such as fire, accident or disturbance. Liaise with the University security section for support, and the emergency services as necessary.
• Undertake any duties that may be considered appropriate for the experience and capabilities of a porter.
• Receive and record lost property items, storing any valuable items in the Lodge safe.
• Maintain confidentiality at all times.
• Administer First Aid, where necessary (training will be provided).

**Essential requirements:**

• Computer literate (Word & Excel)
• Excellent interpersonal skills
• Customer focus
• Good communication skills
• Attention to detail & accuracy both verbal and in writing.
• Problem solver, able to use own initiative
• Calm & polite
• Able to work unsupervised as well as good team player
• Flexible to work shift patterns
• Ability to carry out manual handling and patrols of the site
• Willing to undertake DBS check
• First Aid qualified or willing to undertake training
• Smart, tidy and clean in appearance. Uniform provided.
How to apply:

Prospective candidates are asked to complete the College’s application form, including the contact details of two individuals willing to act as referees (these will only be requested in the case of any successful application).

Applicants should also enclose a cover letter, outlining the reasons for their interest, and the qualities they feel would make them particularly suitable for this position.

Hertford College is an Equal Opportunity Employer, and all applicants will be encouraged to complete and return a voluntary recruitment monitoring form.

Please email your application to: hr@hertford.ox.ac.uk or post it to

Dr Undine Brückner, HR Manager, Hertford College, Catte Street, Oxford, OX1 3BW.