



Hertford College
UNIVERSITY OF OXFORD

Casual Lodge Porter Further Particulars

Job Title:	Casual Lodge Porter
Department:	The Lodge
Pay Rate:	£14.58 to £17.18 per hour (depending upon experience)
Responsible to:	The Head Porter and the Domestic Bursar
Supports:	Other members of the Lodge team

The Lodge at Hertford College wishes to grow our casual bank of Casual Lodge Porter, for night and shift work at its main site at Cattle Street, Oxford. The role encompasses a range of responsibilities, including front-of-house duties, ensuring security, and providing occasional pastoral care. This position requires a team player, who is also comfortable working unsupervised.

We are recruiting:

Several Casual Lodge Porters will be recruited for variable hours to cover periods of absence such as holiday, training days, etc, and additional operational requirements for events. We also have regular hours available, which include 4 hours on a Saturday and Sunday evening from 7pm to 11pm.

The lodge roster follows a 4-week shift pattern cycle. Any casual requirements will be routinely notified a month in advance, but also some adhoc and last minutes changes will be offered to the casual bank staff.

The College

Hertford College ("the one with the bridge") is a constituent college of The University of Oxford, and a registered charity. Hertford is one of the larger Oxford colleges, with roughly 750 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 135 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

Further information about the college is available at <http://www.hertford.ox.ac.uk>.

The Lodge Porter Role

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:

- 1) Attend at the Lodge, except when called away to an emergency or when carrying out a security patrol.
- 2) Operate the Lodge telephones, transfer calls, answer queries, and take and deliver messages.
- 3) Give accurate information to callers at the Lodge, as well as direct visitors. Porters are always expected to be courteous and helpful.
- 4) Receive mail, sort, distribute and despatch external mail, and deliver mail to the appropriate department or individual's pigeon holes.
- 5) Issue keys and Salto Fobs, keeping accurate records of issue and receipt.
- 6) Keep an accurate record of incidents.
- 7) Maintain a current record of all students, staff and Fellows in residence.
- 8) Be alert for incidents such as fire, flood and theft, and take appropriate action.
- 9) Receive, act upon and respond to lodge e-mails.
- 10) Monitor the security cameras, and act on anything unusual or suspicious.
- 11) Challenge trespassers and ask them to leave.
- 12) Carry out random security patrols within the College site, clearing any unsightly litter during patrol.
- 13) Respond to calls for assistance from all parts of College, including annexes.
- 14) Despatch deliveries of goods from the lodge (such as furniture, stationery, computer equipment) to their correct destination on the day they arrive.
- 15) Close gates and lock up the site in accordance with the prevailing timetable.
- 16) Keep the Lodge, and areas outside the Lodge in clean and tidy condition.
- 17) Ensure notices on notice-boards are current and remove out of date notices.
- 18) Read and understand the Emergency Procedures and SOP'S for the Porters Lodge. Ask the Head Porter for clarification or explanation of any points.
- 19) Take rapid and appropriate action in emergencies such as fire, accident or disturbance. Call the University security for support and the Police if necessary.
- 20) Undertake any duties that may be considered appropriate for the experience and capabilities of a porter.
- 21) Receive and record lost property items, storing any valuable items in the Lodge safe.
- 22) Always maintain confidentiality.
- 23) Administer First Aid, where necessary (training will be provided).
- 24) Always be smart and well-presented and groomed whilst on duty.
- 25) Assist with clearing and setting up meeting rooms.

Other Duties

The post-holder may be required to undertake other duties at the direction of the Head Porter and the Domestic Bursar, and to provide cover for colleagues in the Lodge in the event of absence.

Person Specification

Candidates from a range of backgrounds are encouraged to apply for this role. The ability to demonstrate possession of the skills and qualities specified below is more important than experience in a similar role.

Essential

The post-holder is required to be / have:

- previous experience of working in a similar role;
- in possession of excellent written and oral communication skills, with the ability to deal confidently and appropriately with a wide variety of people, including college staff, students, visitors and external agencies;
- calm under pressure, clear-thinking, with a methodical, thorough, accurate, and efficient approach to dealing with emergencies, as well as day to day activities;
- well-organised and able to multi-task, with the ability to prioritise activities;
- previous experience in a customer service environment;
- quick to learn new systems and processes, and able to assimilate, understand, and retain at times complex and detailed information;
- able to work resourcefully, and with minimum supervision, as a member of a small team – this includes being willing to take ownership of duties, and possessing the judgement to know how and when to take initiative, and when to refer to others;
- able to build effective working relationships with other teams in the college;
- IT-literate, with basic IT skills appropriate to a Windows-based office, and the preparedness to learn new applications as required;
- familiar with Health and Safety practices and regulations;
- flexible in their approach to work, with a co-operative attitude in order to ensure that the Lodge and the College as a whole maintains excellent standards of service.
- A good level of fitness is required in order to respond quickly to potential incidents around the College site(s)

Desirable

The post-holder will ideally possess:

- Previous experience of working in a College Lodge;
- tact and discretion in dealing with confidential or sensitive matters;
- sympathy with the values, ethos, and objectives of a small, collegiate institution;
- knowledge of emergency procedures and first aid;
- SIA training or equivalent.

Terms and Conditions

These are casual roles, available to start with flexibility.

The pay will be based on the equivalent to grade 4 of the university scale, £14.58 to £17.18 per hour depending upon experience. There is also an additional payment for holiday entitlement for every hour worked. The post is eligible for membership of the OSPS pension scheme.

Benefits:

Annual leave: The college offers an annual leave entitlement of 28 working days, plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are

normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September. Additional holiday days are awarded as longer services awards.

Employee Benefits Platform: Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.

Pension: The post is eligible for membership of the OSPS Pension Scheme, further details can be found at <https://finance.admin.ox.ac.uk/pensions>

Health and Welfare Support: Employee Assistance Programme.

Sports Facilities: Access to the University Sport club and Hertford's on-site gym.

University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

Staff benefits are outlined on the HR section of the college website: <https://www.hertford.ox.ac.uk/and-more/vacancies>

The appointment is subject to a probationary period of six months. The college may initiate a DBS check during employment. You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by

1. CV (maximum three sides of A4)
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities 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 equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

The role will be advertised until filled and interviews will take place on a rolling basis. References may be sought ahead of any offer of employment, with agreement.

Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a UK Work visa for this post. EU/EEA & Swiss nationals must have Pre-Settled or Settled Status.

The position may be discussed further with the Head Porter, Derek Lear, derek.lear@hertford.ox.ac.uk

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: <https://www.hertford.ox.ac.uk/privacy>.

Hertford College is an Equal Opportunities Employer