



Job Description

Job Title:	Lodge Manager
Reporting to:	Operations Manager
Hours:	Full time. 35 hours per week worked over any 5 days in 7 (though typically Monday to Friday)
Grade:	University Grade 6

Overview of the role

The Porters' Lodge is a primary point of contact for members of and visitors to the College. Operating 24 hours a day 365 days a year, the Lodge provides a reception, information, post, telephone and security service. As well as providing a welcoming and inclusive service to our college community, the Lodge team play an important role in day-to-day communications within the College and are a focal point for co-ordinating both scheduled and unexpected events.

Leading a team of six Lodge Porters, the Lodge Manager is responsible for ensuring the provision of a high quality, professional service to the many and varied groups that interact with the college community, including visitors, academics, students and staff. Through effective line management, the postholder motivates and supports the Porters in their roles and ensures high standards of customer service are maintained. At busy times such as student arrivals day, graduations and conferencing, and in the absence of other team members, the Lodge Manager assists directly in the delivery of the services at the Lodge. The Lodge Manager is responsible for security, first aid provision and fire duties across the College. They might be called upon to liaise directly with police and Oxford College and/or private security services. Within the guidance set by the Academic Office and relevant College policies and procedures, the Lodge Manager also has a role in supporting student wellbeing and in dealing with emergencies that may arise.

This highly visible, customer-facing role is central to upholding the College's reputation and ensuring all who interact with it—whether students, staff, visitors, or contractors—receive a professional and positive first impression.

Main Duties and Responsibilities

Staff Management

- Lead and motivate a team of six full-time Lodge Porters to deliver strong customer service, ensuring responsiveness to the needs of the college community
- Support the Lodge Porters by ensuring they possess the necessary skills and knowledge to undertake their roles

- Lead on the development, review, and implementation of Lodge procedures and operational processes to improve service delivery, efficiency, and staff experience.
- Management of shift rotas, ensuring appropriate staffing levels and cost-effective use of over overtime
- Line management including organising team meetings, managing annual leave records, carrying out personal development reviews and arranging appropriate training, while proactively identifying and resolving staffing or performance issues independently
- In collaboration with the HR Manager, ensure all HR processes are effectively managed
- Responsible for ensuring all training needs of the team are met, including in the operation of access control systems, CCTV and the College's Property Management System.
- Provision of an induction for new Porters relating to fire procedures and general Health and Safety.
- Work with the Porters to develop services in line with the College's Vision and values.

Customer Service & Reception

As the first point of contact for all members of and visitors to the College, the Lodge team are key to providing a professional service and welcome to the College. Questions relating to accommodation, housekeeping, catering, conferences and maintenance emergencies will often be put to the Porters, therefore it is essential that good teamwork exists between the Lodge and other departments within the College. The Lodge Manager has responsibility for:

- Ensuring that the Lodge provides a welcoming, professional and inclusive service and that Lodge services are delivered to a consistently high standard, meeting the community's needs and expectations.
- Creating a positive, friendly first impression and proactively assisting with queries related to accommodation, events, services, and emergencies.
- Taking ownership of service delivery by identifying recurring issues, gathering feedback, and implementing improvements to enhance the customer experience and operational efficiency
- Working closely with other departments to ensure College members and guests receive the best possible service, ensuring good teamwork and communication with other teams across the College
- Contacting out-of-hours maintenance support as needed.
- Managing informal complaints in line with the College's Complaints Policy and Procedure
- Staying informed about the daily, weekly and termly activities within the College, e.g. seminars, meetings, conferences, etc, to be in a position to offer advice and assistance on the location and timing
- Attending key College events, such as student arrivals / departures and "Bops" (student social events), ensuring smooth operations and managing the Lodge's role in these events. This will include working on evenings or weekends.
- Following guidance set by the Academic Office and relevant policies and procedures, support student wellbeing and deal with emergencies that may arise.

Security, First Aid and Fire Duties

- With the support of the Operations Manager, ensure the safety and security of the College site, buildings and accommodation, liaising as required with Oxford University Security Services and local and national police forces and fire services, ensuring, that all safety and security procedures are followed at all times.
- Management and control of keys and security codes.

- Lead and support the Porters in dealing with situations such as break-ins, fire alarms, lost property, disturbances, intruders and issues with car parking. It is sometimes necessary for the Porters to deal with awkward or unwelcome visitors,
- Responsibility for updating and compiling all related documents to show due diligence.
- Ensure the safe custody and security of all keys kept in the Lodge, including the ordering of replacement keys and maintaining a register.
- Manage the Salto door access system.
- Maintain a register and issue permits for College car parking.
- Responsibility for the maintenance of the CCTV system.
- Liaison with Police or other relevant bodies in respect of high security visits to the College.
- Attend student functions, as required, to ensure appropriate and safe behaviour.
- To act as a First Aid Officer (training will be provided) and to maintain the appropriate number of qualified First Aiders across the College
- Organise First Aid training for all relevant staff and keep training records up to date.
- Maintain an Accident Book and take responsibility for reporting and submitting matters within RIDDOR to the HSE.
- Act as a duty Fire Marshal (training will be provided)
- Proactively work with and support the Operations Manager and Maintenance Manager in establishing best practice fire procedures within the College.
- In conjunction with the Maintenance Manager, responsibility for the management of the servicing of fire alarms, fire equipment, etc and the testing of fire alarms and evacuation drills.
- Organise Fire Marshal training for all relevant staff across the College and keep training records up to date.

Administration

- Manage the Lodge budget effectively, ensuring effective financial control in line with relevant policies and procedures.
- Oversee the use of the Property Management System (PMS) for checking guests and students in and out.
- Identify and implement administrative improvements to streamline Lodge operations and enhance internal coordination with other College departments.
- Maintain up-to-date in house lists to be used in case of emergencies.
- Take responsibility for overseeing all Lodge operational procedures and standards, ensuring the Porter team consistently delivers efficient, professional, and compliant services across areas such as security, reception, and mail handling.
- Manage access cards, and local access permissions on-site using the SALTO system, ensuring appropriate building access is granted to authorised BOD card holders in line with college protocols
- Update and maintain telephone lists.
- Manage the receipt, recording, storage and disposal of lost property handed in to the Lodge.
- Ensure Flag days are observed and ensure safekeeping of College and Union flags.
- Monitor the frequency and validity of the use of cycle racks around the College campus and, where necessary, dispose of abandoned or neglected bicycles.

Other

- The post holder may be called upon at any time if there is an emergency.
- Ensure compliance with all relevant legislation, including GDPR, Fire Safety and CCTV Policy and ensure the Porters receive appropriate training
- Maintain and keep all records, logs and notice boards up to date.
- Maintain the Lodge in a clean and tidy state.
- Represent the College at the Oxford University Colleges Lodge Managers forum.

- You will be expected to carry out such other duties as your line manager may from time-to-time request, commensurate with the grade and responsibilities of the post

Person Specification

Essential

- Proven managerial experience, ideally in a comparable role such as hotel reception, front desk, or lodge management
- Ability to lead and motivate a team working rotating shift patterns and providing a 24/7 service throughout the year.
- Strong computer skills, including proficiency in Microsoft Office
- Customer-oriented with a commitment to delivering an excellent experience for all stakeholders and experience of gathering customer feedback and implementing improvements
- Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of people.
- Friendly, welcoming and professional manner and immaculately presented.
- Experience in health and safety procedures; a proactive approach to fire safety and security and an ability to ensure compliance with safety regulations
- Experienced in addressing and resolving complaints in a calm, empathetic, and solutions-focused manner
- Strong organisational skills and an ability to remain calm under pressure.
- Flexible and positive attitude; there is a requirement to work outside of core hours as needed (including evenings and weekends) and to take a hands-on approach in delivering the services provided by the Lodge
- Enthusiasm for working in an international, multicultural environment with an awareness and sensitivity to different cultures and languages.
- Strong computer skills, including proficiency in Microsoft Office

Desirable

- Experience managing fire safety protocols.
- Experience with security systems and access control systems, such as Salto.
- Sympathy with the values, ethos and objectives of a collegiate and academic environment