



St Antony's
College
UNIVERSITY OF OXFORD

Job Description

Job Title:	Lodge Porter
Accountable to:	Head Porter
Hours:	Full time (average of 41.3 hours per week)

Overview of the role

The Porters' Lodge operates 24 hours a day 365 days of the year, and provides a reception, telephone call handling, mail distribution, health and safety and security service for the College. As the first point of contact for visitors, the Lodge Porter is key to providing a professional service and welcome to the College.

The post-holder works as part of a team of six on a rotating shift pattern, which includes weekends, day and night shifts.

Main Duties and Responsibilities

- Provide assistance and information to all visitors to the Lodge;
- Operate the College telephone switchboard;
- Ensure that the College's security procedures are followed as laid down in the Lodge Instruction Manual(s) which are reviewed from time to time;
- Operate and monitor the College's CCTV surveillance equipment;
- Checking in of guests and receiving cash or card payments;
- Receive, sort and distribute all incoming mail, including internal, Royal Mail and University courier mail items;
- Receive and despatch outgoing mail from Centres and Departments, including internal, Royal Mail and University courier mail items;
- Re-direct mail to current and ex-members of the College;
- Ensure the safe custody of keys, cash and other accountable documents;
- Monitor and respond to alarm system activations including Fire and Disabled assistance;
- Oversee the operation of photocopying and fax facilities within the Lodge, and give assistance when necessary;
- Assist where possible with the various items of audio/visual and associated equipment within various meeting and seminar rooms;

- Attend First Aid, including Defibrillation, and Fire Marshal training (if not already qualified) and thereafter operate as a duty First Aider and Fire Marshal whilst on duty in the College;
- Undergo instruction in set-up and basic operation of College A/V equipment (laptop, projector, sound system, etc.) in order to be able to offer assistance to College members and visitors;
- Receive, record and safely and securely store lost property;
- Keep up to date with 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;
- Carry out other duties as directed by the Head Porter.

Person Specification

Essential

- Proven ability to provide excellent customer service
- Friendly, welcoming and professional manner
- Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of people and to work well as part of a team
- Able to deal appropriately with confidential matters
- Strong organisational skills and an ability to remain calm under pressure
- Sound computer skills
- Flexibility regarding working hours and arrangements (the post holder will be required to work a rotating shift pattern, which includes weekends, day and night shifts)
- Enthusiasm for working in an international, multicultural environment

Desirable

- Recent relevant experience
- Front of house / reception experience
- Security experience