



Receptionist/ Day Porter

Further Particulars

Department	The Bursary (Lodge)
Hours	0.66 FTE (25 hours per week)
Salary	£26,038 - £28,081 + £1,530 per annum Oxford Weighting Payment (pro-rata)
Shift Pattern	Weekdays 07:00-12:00 Occasionally 14:30 to 19:30 and weekends as required If Bank holidays fall in Term time, you may be asked to work on those days
Contract Type	Permanent
Reporting to	Bursary (Lodge) Manager
Liaison with	Students, Staff, Fellows, Visitors, Guests and Conference Delegates

Harris Manchester College (HMC)

Located in central Oxford, Harris Manchester College has around 230 students reading for undergraduate and graduate level degrees in any year. Some will be coming to higher education just a few years behind their peers. Others will be pursuing second degrees or graduate courses. Others will be returning to academic study having already had long and successful careers (our oldest student to date was 76 when he matriculated). Whatever route they've taken to get to HMC, we value and celebrate the many different experiences represented within our student community.

Although the College's origins date back to the mid-eighteenth century, we joined the University of Oxford relatively recently, gaining our Royal Charter in 1996. The College was founded for those who could not accept the dogma of any particular denomination. This has given the College a radical dissenting edge, putting inclusivity and diversity at the heart of our values, and enabling us to be bold in our decision making. While HMC is recognised for its long history of educating and training nonconformists for the ministry there are no religious tests and, today, the College offers a wide range of subjects and courses.

For further information about HMC please visit the college website at <http://www.hmc.ox.ac.uk>.

Overview of the role

The Lodge is operational every day of the week, 24 hours a day, with staff providing reception and security services for the College. You will be expected to support the smooth and effective operation of the College Lodge, delivering exceptional service to all members of the College community (Fellows, students, alumni, staff, and conference guests) while fostering a professional and positive image of the College to everyone who interacts with the Lodge.

This role involves collaborating across teams to ensure smooth operations and contributing to the overall efficiency of the workplace. Additionally, it provides flexibility in addressing urgent or unexpected needs from different departments, fostering a team-oriented environment.

Key Responsibilities and Duties

General Lodge/Reception Duties

- Ensuring a high quality, welcoming, efficient, and informative reception for all members of the College community, guests, contractors, and suppliers.
- Ensure there is an efficient check-in and check-out service for individuals staying in College accommodation.
- Handle incoming telephone calls to the Lodge switchboard promptly, efficiently, and in a friendly manner.
- Providing an appropriate response to contingencies, including emergencies, within and around the College, ensuring clear and effective communication with all relevant parties.
- Assisting with the coordination of arrivals and departures for room bookings through the booking system and promptly liaising with the Conference Office on any room changes or issues.
- Collaborating with fellow Lodge staff, particularly during shift changes, to ensure a thorough exchange of information.
- Manage logistics within the College, ensuring that parcels and post are stored and distributed correctly while minimising disruption.
- Ensuring the Bursary/Lodge area is clean, tidy and organised, promoting the Bursary as a professional and presentable front office for the College.
- Assisting the lodge team with room set ups when possible, and assisting other departments, when possible, by providing support with various tasks, such as moving furniture, setting up equipment, and helping to organize or rearrange office spaces.
- Help to ensure rooms/spaces are set up in advance of events, and that all the necessary equipment is in place, including IT and AV provisions.
- Safeguarding and accurately accounting for all monies received at the Lodge.
- Maintaining strict confidentiality where required.
- Always acting in the best interests of the College.
- Any other duties as may reasonably be required, consistent with the grade of the post and as requested by the Bursar, Lodge Manager or Domestic Bursar.

Security

- Ensuring the day-to-day security of buildings, property, and individuals on the College premises, including the effective management of keys and the monitoring of fire alarms, CCTV, intruder alarms, and access control systems.
- Log key sign-outs and perform regular checks to ensure all keys are returned as scheduled, following up on any unreturned keys via email.
- Being fully familiar with the College's Emergency procedures and Evacuation Plan and knowing how to implement them when necessary.

Welfare Support

- Be attentive to the support and welfare needs of the student body, creating a friendly, approachable, and safe environment where students can access information or be directed to appropriate support resources.
- Ensure that any information regarding staff or student welfare is communicated promptly, accurately, and confidentially to Lodge Manager, Domestic Bursar and College Dean.

Selection Criteria:

- The College Porters should be friendly and approachable; good at communicating in person, in writing and on the phone; patient and polite, and able to take charge when needed with students. They should also be quick to offer help and stay alert to what's going on.

Essential:

- Proven ability to consistently maintain a professional appearance and high standards of personal grooming.
- Effective written and verbal communication skills.
- Sound judgement and decision-making skills to assess problems and identify best course of action.
- Demonstratable interpersonal skills with the ability to show empathy, compassion, and an ability to consider various perspectives.
- Ability to work as part of a team and demonstrate a positive and proactive attitude and a flexible approach to work.
- IT skills, including MS Word, Excel and Outlook. Must be prepared to undergo further training if required.

Desirable:

- Knowledge of emergency procedures and First Aid.
- Previous experience of working in a college, hotel reception or similar customer service environment.

Appointment Procedure

To apply, please submit a CV (maximum 3 sides of A4) and a covering letter which details how your skills, experience, and qualifications meet the criteria for the post. Please also include the details of two referees.

The above should be submitted by email to hr@hmc.ox.ac.uk by 12 noon on the application deadline of 24th July.

Benefits and conditions

- Free lunches when on duty, and when the kitchen is serving meals to staff.
- Pension: You will have the option of joining a contributory staff pension scheme.
- Annual leave: 30 days (pro rata for part time staff) plus bank holidays to be taken at a mutually agreed time, but normally outside of term.
- Funding to purchase a Bicycle and associated gear up to the value of £300.
- Membership of the University sports club.
- Retail discounts.
- Professional Development Support provided by the University.
- Staff Social Events/Activities.

Important Information for Candidates

Data Privacy

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the College's data protection policy [here](#).

Equal Opportunity

Harris Manchester College is an Equal Opportunity Employer. Conduct against fellow employees and College members which is offensive, or detrimental to them on grounds of age, colour, disability, ethnic origin, marital status, nationality, national origin, parental status, race, religion or belief, gender, or sexual orientation will not be tolerated.

The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.

Right to work in the UK

The appointment will be subject to the satisfactory completion of proof of the right to work in the UK.