

Job description and selection criteria

Job title	Night Porter
Division	Social Sciences
Department	Saïd Business School
Location	Park End Street and Egrove Park Oxford
Grade	Grade 2: £15,303 - £17,503 with a discretionary range to £19,056 per annum.
Hours	Variable Hours – 12 hour night shift on rota basis
Contract type	Permanent
Reporting to	Head of Central Services
Vacancy reference	107795

Introduction

The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 10,000 staff and has a student population of over 21,000.

Most staff are directly appointed and managed by one of the University's 130 departments or other units within a highly devolved operational structure - this includes 5,900 'academic-related' staff (postgraduate research, computing, senior library, and administrative staff) and 2,820 'support' staff (including clerical, library, technical, and manual staff). There are also over 1,600 academic staff (professors, readers, lecturers), whose appointments are in the main overseen by a combination of broader divisional and local faculty board/departmental structures. Academics are generally all also employed by one of the 38 constituent colleges of the University as well as by the central University itself.

Our annual income in 2010/11 was £919.6m. Oxford is one of Europe's most innovative and entrepreneurial universities: income from external research contracts exceeds £376m p.a., and more than 70 spin-off companies have been created.

For more information please visit www.ox.ac.uk

Saïd Business School

The Saïd Business School is a department of the University and provides a range of business courses. At undergraduate level it offers a three-year BA in Economics and Management and a four-year Masters in Engineering, Economics and Management and in Materials, Economics and Management. Its Masters-level portfolio includes the one-year MBA, an Executive MBA, taught over two years on a part-time basis, the Masters in Major Programme Management and two programmes taught jointly with other departments: the Masters in Financial Economics and the Masters in Law & Finance. In addition it offers a range of post-graduate Diplomas and open executive education programmes. A wholly-owned subsidiary company (Oxford Saïd Business School Limited) runs a number of customised executive education programmes, many delivered in other countries. Originally founded in 1990, the School is rapidly establishing itself as one of the world's leading centres for management education. Intellectually rigorous, it addresses issues that are of direct concern to businesses and policy makers. The School is also a world-leading centre for business-related research, including specialisations on strategy and entrepreneurship, operations management, finance, accounting and marketing.

For more information please visit <http://www.sbs.ox.ac.uk>

Social Sciences Division

The School is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses.

For more information please visit <http://www.division.ox.ac.uk/>

Overview of the role

Reporting to the Senior Porter, Night Porters are extremely important members of the Operations team.

The Night Porter will be responsible for a wide range of services at the 18,000m² Saïd Business School building in the centre of Oxford.

Whilst allocated to the above site as a default location, the Night Porters will be expected to work flexibly across the estate in line with the business demand as the need arises, particularly during vacation times or periods of sickness. The Night Porter team, which numbers 3, provides cover between 7pm and 7.15 am 7 days per week typically on a 3 days out of 7 arrangement dependant on business activity.

The Porter role is multi-faceted requiring the post-holder to work closely with faculty, staff, executive education participants and students to provide a world class customer experience.

Responsibilities and duties

- As a pivotal member of the helpdesk team, the night porter must be ready to respond to all manner of requests for help.

- Be first point of contact for many guests, demonstrating exemplary customer service skills.
- Assisting with luggage
- Altering furniture layouts in rooms to reflect the needs of the lecturer, providing flip-charts and stationery items and responding to basic IT and AV requests. I
- Providing general portering around the building.
- Deal with all manner of queries on the telephone and face to face, providing answers where possible and referring to colleagues where required.
- To assist in reception duties when required.
- Regularly rearrange furniture for different purposes.
- Check all rooms regularly during the course of a night shift to ensure that they are ready for use the following morning, replenishing supplies as required - attention to detail is crucial to creating a positive first impression.
- Responsible for accepting deliveries to the goods in area, checking consignments and signing for correctness. Following delivery the team is responsible for alerting the addressee and moving the deliveries around the building
- Patrol the Library, ensuring that all those users who are required to leave at 7pm have done so, and politely asking any who remain to leave.
- The Night Porter will often work alone in the building, and during the course of a shift will be expected to make patrols of the building or grounds. The post holder will liaise regularly with Oxford University Security Services who provide lone worker support and call outs as required.

Selection Criteria

Essential

1. Excellent customer facing skills.
2. Excellent organisational skills.
3. Excellent oral communication skills, including concise and well-structured reporting.
4. Experience of dealing with telephone calls and handling enquiries.
5. Ability to work as part of a team.
6. Ability to carry furniture and packages.
7. Experience of using Microsoft Office and other IT software packages.
8. To hold, or be willing to attain a first aid certificate.
9. Ability to organise and prioritise work schedules to meet tight deadlines - ability to work on own initiative with no supervision.
10. Satisfactory Disclosure and Barring Check.

Desirable

11. Relevant experience within a hotel, University of Oxford or similar academic environment.

General Conditions

The appointment will be on Grade 2 and the starting salary of the successful candidate will be fixed according to experience. The appointment will be subject to a six month probationary period. This is a variable hours post equivalent to 36 hours per week, the actual distribution of those hours to be agreed. The appointment of the nominated candidate will be subject to the satisfactory completion of a medical questionnaire.

The post holder will be entitled to 38 days holiday pro rata (inclusive of public holidays), three of which are to be taken at Christmas when the Business School is closed.

The policy and practice of the University of Oxford require that all staff are afforded equal opportunities within employment and that entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, disability or age.

All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the University's Data Protection Policy.

Applicants should have evidence of their eligibility to work in the UK. This post does not meet the minimum requirements for work permit employment; we can therefore only accept applications from those who can prove their eligibility to work in the UK.

Working at the University of Oxford

For further information about working at Oxford, please see:

http://www.ox.ac.uk/about_the_university/jobs

How to apply

If you consider that you meet the selection criteria, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a user.

You will then be required to complete a number of screens with your application details, relating to your skills and experience. When prompted, please provide details of two referees and indicate whether we can contact them at this stage.

Applications must consist of the following:

- a curriculum vitae
- a covering letter explaining how the candidate meets the eligibility and selection criteria (no more than 1-2 pages)

Your application will be judged solely on the basis of how you demonstrate that that you meet the selection criteria outlined above and we are happy to consider evidence of transferable skills or experience which you may have gained outside the context of paid employment or education.

Please save all uploaded documents to show your name and the document type.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Should you experience any difficulties using the online application system, please email vacancies@sbs.ox.ac.uk

To return to the online application at any stage, please click on the following link www.recruit.ox.ac.uk

Please note that you will be notified of the progress of your application by automatic e-mails from our e-recruitment system. Please check your spam/junk mail regularly to ensure that you receive all e-mails.