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| Job title | Porter/Lodge Receptionist |
| College | Reuben College |
| Location | Reuben College, Parks Road, Oxford |
| Grade and salary | Grade 3: £ 22,681 to 25,138 per annum On duty provision of meals free of charge (when the kitchen is open) |
| Hours | Full time (36.5 hours per week) Shift pattern which may include weekends and bank holidays |
| Contract type | Permanent |
| Reporting to | Head Porter |
| Vacancy reference | 171625 |

The role

This is an exciting opportunity to join the Porters Lodge at [Reuben College](#). The College was established as a graduate society of Oxford University in 2019. It is located at the heart of Oxford, next to the Museum of Natural History, in an extensively refurbished historic building.

The Lodge acts as a central hub for the College, with the team you providing a front of house service and displaying a high standard of communication, appearance and professionalism to all our students, staff and visitors. Key roles of the post include ensuring the safety & security of the College premises, responding to fire alarms, administering first aid and providing a welcoming & positive reception to all who come through the Lodge.

Responsibilities

- Provide a front of house service to a high standard of professionalism to our students, fellows, staff and visitors;
- Act as an information point and assist our students, fellows, staff and visitors with their enquiries;
- Be responsible for all aspect of the day to day running of the Lodge including; general administration, switchboard, Lodge emails, shared Lodge calendar and clear, concise handover notes for shift changes;
- Be sympathetic to the support and welfare needs of the student body; signposting students to the appropriate support resources;

- Understand and follow the College's emergency procedures and be prepared to act in the event of an emergency, including liaising & co-ordinating with emergency services or University Security where appropriate;
- First point of contact for accidents or near miss reporting; recording all incidents in the accident book for the College;
- Monitor the CCTV system and take appropriate action, if necessary. Undertake regular security patrols/checks, ensuring windows and gates are closed and challenge trespassers;
- Monitor and operate all alarm systems on the main College site and take appropriate action, if necessary;
- Supporting the Events team with College events when required and directed by the Head Porter;
- Any other duties as appropriate to the nature of the post.

Selection criteria

Essential selection criteria

- Experience of working in a customer focused environment, with the ability to relate to a wide & diverse range of people;
- Excellent communications skills, both verbal & written;
- Trustworthy and reliable with the ability to develop good working relationships with staff and students;
- An empathetic nature to be able to provide support and welfare to the student body;
- The ability to stay calm under pressure in a busy and challenging situations;
- An organised approach to work and the ability to respond promptly and effectively to changes in priorities;
- Good general office and computer skills, including Microsoft Office.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Lone Working
- Regular manual handling

Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

- Point of contact for student welfare support
- A satisfactory enhanced Disclosure and Barring Service check due to lone working alongside students

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

College

Reuben College was established as a graduate society of Oxford University in 2019, and is named in recognition of a generous founding gift from the Reuben Foundation. Admitting its first 130 students in October 2021, the College is dedicated to fostering interdisciplinary exchange within an inclusive and impact-oriented academic community. In its first years, the College's academic interests cluster around four themes, one each from the University's four Divisions: Artificial Intelligence and Machine Learning, Environmental Change, Cellular Life, and Ethics & Values. From the start of the 2023/24 academic year, the College will be based in newly refurbished premises in the former Radcliffe Science Library, adjacent to the Museum of Natural History in Parks Road. The College has a single accommodation block for c. 100 students. Increasing its supply of student accommodation is one of the College's priorities.

Over the next 5 years, the number of students will increase to 650 full and part-time students studying for both Masters and DPhil degrees, and the long-term staffing structure will be established. The College is a Graduate Society of the University and as such is governed by its financial policies and procedures, including its banking and payroll functions. The College's financial transactions are recorded in the University's Oracle Financials System which also drives its financial reporting. The College's annual budget and quarterly forecasts are prepared in the University's Budgeting & Forecasting Tool. In addition, the College operates a number of its own systems which facilitate student payments on tuition fees, rental and other charges.

In the medium term, the College is planning to become an independent entity, established by Royal Charter, akin to the other 38 colleges of Oxford University. Independence will necessitate a major review of the College's financial systems and procedures, and it will no longer be governed by central University regulations and procedures.

For more information please visit: [Welcome to Reuben College | Reuben College \(ox.ac.uk\)](https://www.reubencollege.org/)

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

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

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting Reuben College's HR Officer at human.resources@reuben.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University 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 University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

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. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>