St Hilda’s College Oxford OX4 1DY

LODGE PORTER

JOB DESCRIPTION

Job Title: Lodge Porter

Responsible to: Lodge Manager

Purpose: To be responsible for assisting the Lodge Manager in the running of the Lodge.

Main Duties

*Basic IT skills are required for a number of tasks in the Lodge and whilst training can be given previous experience is desirable.*

- **Following emergency procedures as laid down by the College.**
  - Responding to fire alarms. Obtaining information from the read out and organising the response team. First aid if required. Liaising with the Junior Deans.
  - Responding to the Library Alarms, Jdp Alarms, Disabled Alarms in CBB and Hall Buildings and arrange appropriate follow up.
  - The post holder is required to undertake a first aid at work course and will be expected to provide first response for first aid on College premises and to contact the Dean or Junior Dean or relevant College Officer, dependent on the situation, with pertinent information.

- **Contacting emergency services as and when required.**
  - Dialling 999 and giving relevant information to the service required
  - Follow up by informing relevant College Officers, e.g. Dean, Junior Dean, Principal, Bursar, Domestic Bursar, Buildings Manager.
  - Following Colleges emergency procedures.

- **Receiving goods delivered to the College, and advising relevant person of arrival.**
  - Checking goods details and receivers name before signing for items
  - Recording items and notification via email and telephone to recipient
  - May have to carry heavy or bulky packages.
  - Assisting with follow up for missing/late deliveries.
• **Checking the arrival of contractors.**
  o Issuing Contractors Identity Badges and ensuring full compliance with visit report procedures.
  o Contacting relevant department or individual if required.

• **Post**
  o Accepting, sorting and franking of post.
  o Booking in recorded mail and e-mailing recipients.
  o Use of franking machine (Making sure mail is weighed and priced properly and allocated to the correct account.)
  o Delivery and collection of office post.
  o Ensuring Messenger post is appropriate and is properly stamped.

• **Locking and checking security of buildings and gates at night.**
  o This will usually take place at night and it is therefore essential that the post holder is able to confidently move around the College in the dark.
  o Responding appropriately to problems encountered on rounds, including notifying Junior Deans and calling emergency services if required.
  o Operation of the College gate

• **Recording the issue and return of all keys.**
  o Checking the room booking system to verify room bookings.
  o Making sure the correct key is issued and the number recorded.
  o Making sure when keys are returned they are replaced on the correct hooks.
  o Checking guest and student allocation lists prior to issuing keys for bedrooms and obtaining appropriate signature on arrival and departure. Allocation lists will be used for invoicing.
  o Notifying the Lodge Manager of any key problems reported by staff.

• **Logging and reporting any incidents/problems associated with safety or security of staff, students, visitors or guests.**
  o Writing up in the occurrence book.
  o Writing up incident reports as required.
  o Notifying appropriate College staff
  o Taking appropriate action out of hours (e.g. plumbing, heating, other maintenance issues) through use of out of hours lists

• **Taking messages for Fellows and other members of the College staff.**
  o Messages forward via email or telephone as appropriate

• **Administrative duties as required.**
  o Making sure visitors are signed in/out issued with appropriate passes.
  o Making taxi bookings as required either via the internet booking form or by phone.
  o Taking and recording credit card payments for guest accommodation and College memorabilia.
Administration of the punt booking system, including checking and confirming bookings, signing punt keys in and out, issuing instructions, taking deposit and ensuring booking regulations are adhered to for Health and Safety purposes.

Assisting the Domestic Bursar and Lodge Manager with administration and operation of the College’s parking policy.

- **Any other duties associated with the Lodge as and when required.**
  - Dealing with general enquiries appropriately
  - Answering the main College switchboard, passing the caller to the relevant individual or department and taking messages as required.
  - Checking and monitoring CCTV.
  - Assisting with feeding etc of College cats as required