



Harris Manchester College

Porter

Department	The Bursary (Lodge)
Salary	£26,038 - £28,081 + an additional Oxford weighting payment (currently £1,500pa)
Hours	An average of 36 hours per week.
Shift Pattern	Weekdays 19:00 – 07:00 Weekends: 07:00 – 19:00 19:00 – 07:00 Work will be undertaken as part of a shift system, with a rota provided in advance.
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, HMC has some 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 customers (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 contribute 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

- Ensuring a welcoming, efficient, and informative reception for all visitors to the College, including students, staff, conference guests, members of the public, and contractors/suppliers.
- Handling incoming telephone calls to the Lodge switchboard promptly, efficiently, and with a friendly approach.
- 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 Accurate Solutions 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.
- Efficiently handling incoming and outgoing mail, ensuring that sorting of mail and parcels is done promptly and in an organised manner.
- Maintaining the Lodge and entrance area as a professional and presentable front office for the College.
- Assisting the lodge team with room set ups when able to.
- Safeguarding and accurately accounting for all monies received at the Lodge.
- 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.

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.
- Logging key sign-outs and performing regular checks to ensure all keys are returned as scheduled, following up on any unreturned keys via email.
- Monitoring fire alarm display panels and responding quickly to any alarms, addressing and reporting any system faults promptly.

- Being fully familiar with the College's Emergency procedures and Evacuation Plan and knowing how to implement them when necessary.
- Monitoring CCTV and responding to incidents as required.

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 both in person 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:

- Effective written and verbal communication skills.
- Sound judgement and decision-making skills to assess problems and identify best course of action.
- Work with tact and diplomacy and be adaptable.
- The ability to work as part of a team and demonstrate a positive and flexible approach to work.
- IT skills- including ability Word, Excel and Outlook.
- Must be prepared to undergo further training if required.

Desirable:

- Experience working in a College Lodge Team.
- Experience in working as part of a security team.
- Knowledge of emergency procedures and First Aid.
- Previous experience of working in a college, hotel reception or similar customer service environment.

Personal Attributes:

- Consistently maintains a professional appearance.
- Demonstrates cultural awareness and sensitivity to diverse languages and backgrounds.
- Exhibits personal resilience, with the ability to manage challenging situations calmly and diplomatically.
- Adaptable and flexible in various circumstances.

- Maintains composure and exercises sound judgment, even under pressure or in emergency situations.
- Shows empathy, compassion, and an ability to consider various perspectives.
- The ability to provide cover and assistance at short notice, where feasible.

Benefits and conditions

In addition to the salary noted above, the successful postholder will have access to the following benefits:

1. Pension: You will have the option of joining a contributory staff pension scheme (TPP)
2. Annual leave entitlement of 30 days plus bank holidays
3. Access to a number of Oxford University staff benefits, including access to university museums, gardens and events and discounted access to health and sports facilities.
4. Free lunches in the College's dining hall when working onsite and when the kitchen is open. Please note that some regular shifts take place with the kitchen is closed.

How to Apply

Please email your application to hr@hmc.ox.ac.uk, all applications **must include a CV, a covering letter, and the contact details of 2 references**, one of which should be your most recent employer. Referees will not be contacted without first seeking your permission.

The deadline for applications is **12pm, Monday 31st March 2025**.

If you have any questions about the role, please email the HR Officer (hr@hmc.ox.ac.uk) in the first instance.

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 College's data protection policy here [Harris-Manchester-college-policy data-protection \(ox.ac.uk\)](https://www.hmc.ox.ac.uk/policy-data-protection).

Equal Opportunity

Harris Manchester College is an Equal Opportunities 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.

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 and (if we haven't done so already) we will contact the referees you have nominated. If you have not previously worked for the College, 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.