

JOB DESCRIPTION

Job Title Lodge Receptionist, Keble College HBAC

Reports to HBAC Buildings Manager, Keble College

Overall Objectives

To operate the security and front of house services of the College so as to provide a safe, secure and hospitable environment for members of the College and visitors to it.

The post involves contact with people at all levels within the College and the Receptionist must be polite and tactful on all occasions. The Lodge Receptionist must also provide advice and information to Conference delegates and members of the general public visiting the College.

Key Responsibilities

Security

1. Operate access control to the College in accordance with Governing Body policy.
2. Ensure the security of the College buildings and to take appropriate action when the fire or security alarms are activated.
3. Monitor CCTV images in College, complying with the College CCTV and data security policies at all times.
4. Ensure the traffic bollard in Mickey Lane is opened and closed as per College instructions.
5. Monitor and test the College fire alarm system, reporting faults and resetting the alarms as required.
6. Facilitate building evacuations when Fire Alarms have been activated and liaise with emergency services as and when needed.
7. Log all fire alarm activations.
8. Respond to personal and security alarms.
9. Out of hours, liaise with Junior/Sub Deans on student welfare issues.
10. Issue keys to College rooms and to members, visitors, contractors etc and keep accurate records of issue of keys. In the event of a guest/member losing an access key fob, take corrective action as instructed by the HBAC Buildings Manager, prior to the replacement fob being issued.
11. Maintain accurate written accounts of accidents or other incidents occurring in College; and to inform appropriate staff in cases involving illness of staff or Junior members.
12. Respond to emergency maintenance problems by liaising with contractors and the maintenance department.
13. Liaise with the finance department as and when the College requires banking.

Front of House

1. Provide accurate information and appropriate assistance to members of the College and to Conference delegates and visitors.
2. Check in guests and receive/process cash or card payments.

3. Communicate effectively with other Lodge Receptionists to ensure the smooth operation of the Lodge, including shift changeover notes.
4. Operate the lodge telephones; answer telephone enquiries, and make a record of telephone messages.
5. Process incoming and outgoing mail via Royal Mail and College Messenger systems and operate the College mail franking machine. Transport any mail for main college site in a timely manner. Arrange for any couriers or special deliveries etc, as and when appropriate.
6. Assist the HBAC Buildings Manager to maintain forwarding addresses of junior members in residence and living out of Oxford.
7. Input B&B bookings from Speedybooker into Kx.
8. Book seminar rooms for internal meetings into Kx, whilst liaising with the Housekeeping department.
9. Deal with B&B visitor enquiries and arrange safe storage of luggage as and when required.
10. Receive and forward to the appropriate department reports from visitors of room defects.

General

1. Perform other duties as directed by the HBAC Buildings Manager, including maintaining the cleanliness and tidiness of the Lodge area, it being the first point of contact for any visitor with the Centre.
2. To undertake general administration as requested by the HBAC Buildings Manager.
3. Monitor BMS data and report problems as and when needed to Maintenance.
4. Support R&R staff cover and Conference team members when they are working in the Lodge.
5. Accept courier deliveries sending emails to recipients and safely storing delivered items in lodge storage area.
6. Monitor parking of cars and bicycles on College property.
7. All lost property handed into the Lodge to be processed sensitively and appropriately.
8. To develop a local knowledge of the surrounding areas so as to be competent enough to recommend places of interest and to dine.

Lodge Receptionists are required to undertake a course of instruction in first aid training and remain qualified as a condition of their continued employment as a Lodge Receptionist, and any training which may be required under the Private Security Industry Act 2001.

Authorised by: ...**Domestic Bursar** ...

26.6.18

Lodge Receptionist – HB Allen Centre, Keble College

Person Specification

Selection Criteria

Essential:

1. Conversational level spoken English.
2. Experience of greeting guests and visitors and making them feel welcome in a positive and friendly manner.
3. Experience of basic clerical duties and office procedures.
4. A good standard of personal presentation.
5. Attention to detail and a passion for providing excellent customer service.
6. Computer literacy: Word, Excel and knowledge of booking systems.
7. Self-motivated and able to take decisions after consideration of options.
8. Able to successfully balance formality and informality and possess the ability to communicate clearly and deal confidently with a diverse range of people.
9. Calm and able to deal confidently with emergency or challenging situations.
10. Team working skills and a willingness to support and assist colleagues when required including a flexible approach to work and duties and ability to change working hours if required to cover for colleagues

Desirable:

1. Previous experience of working in the hospitality industry.

Terms and Conditions

- (1.8.18) Salary: £21,400 p.a.
- Job starting time: 7am
- 40 hours per week, any 5 days out of 7 (ie not Monday – Friday)
- Free lunch on duty when College meals are available
- Uniform
- 38 days holiday (includes public holidays)
- Eligible for membership Oxford Staff Pension Scheme

June 2018