



Deputy Lodge/Reception Manager

£36,075 per annum

Full-time

We are seeking a confident communicator to help lead our friendly team of Receptionists and assist with the varied operations of the College.

The successful candidate will assist the Lodge Manager with the day-to-day operations of the College's two lodges/receptions (the Parks Road site and the H.B. Allen Centre).

The postholder will provide excellent customer service to all members of the College, conference delegates, and other visitors, and take a self-motivated approach to ensuring the safety and security of the College's sites at all times. They will enjoy a busy, varied workload, and will be comfortable assessing complex situations to make quick, reasoned decisions.

Essential skills and experience include:

- Knowledge of and experience managing the operations of a busy reception
- Proven track record of effective team management, with an ability to motivate others
- Excellent customer service skills
- A strong ability to make quick and measured decisions
- Ability to prioritise a busy, varied workload and remain calm under pressure
- Ability to communicate effectively with guests and members of College at all levels
- Attention to detail and a passion for (and ability to enforce) professional standards
- Can demonstrate understanding of health and safety, security, welfare, and other knowledge areas relevant to the safe operations of the Lodge
- Flexible, responsible, and self-motivated approach to meeting the needs of College

Please see our website for a complete job description and person specification for this role.

How to apply:

Please send your CV (maximum two sides of A4) to hrofficer@keble.ox.ac.uk, together with a covering letter explaining how your skills and experience match the requirements of this vacancy.

Closing date: midnight on Wednesday 25 February