

## JOB DESCRIPTION

**Job Title:** Deputy Lodge Manager

**Job Grade:** 4

**Responsible to:** Lodge Manager

### **General Duties:**

To work alongside our team of Receptionists and to assist the Lodge Manager with the day-to-day supervision of the Lodge operation.

#### **Front of House**

- Provide accurate information and appropriate assistance to members of the College, Conference delegates, and visitors
- Act as an information point and communicate relevant information to appropriate departments
- Be sensitive to the needs and welfare of the student body; in the absence of the Junior Deans (during vacations or out of hours), be first point of contact for student welfare issues
- Handle telephone calls to the main switchboard warmly and professionally
- Manage Lodge logistics and College parcel and post-delivery, ensuring the Lodge is kept clean and organised
- Monitor the Lodge email account, and check-in and checkout students
- Maintain forwarding addresses of junior members in residence and living out of Oxford
- Promote sales of souvenirs, etc. and operate the sales till
- Deal with B&B visitor enquiries by providing high level customer service, and arrange safe storage of luggage as and when required
- Take receipt of room defect reports from visitors and forward to appropriate departments

#### **Organise and monitor daily Lodge tasks**

- Maintain the security of the College buildings, ensuring a record is kept of all security and alarm activations and relevant persons are informed
- Act as first point of contact and take appropriate action in the event of a fire alarm activation, ensuring professional response, overseeing College evaluation, and co-ordinating the Lodge and/or emergency services as required
- Train and instruct Lodge staff on emergency procedures and the required plan of action
- Be fully conversant with the College security systems and procedures, including the monitoring and logging of CCTV
- Provide written incident reports where necessary
- Co-ordinate on-site parking for guests and fellows
- Uphold recording of incidents and accidents within College, informing relevant persons
- Monitor keys issued for College rooms and ensure they are accurately recorded
- Maintain and monitor security for bicycle and car parking areas
- Ensure Lodge records, forms, and procedures are followed, e.g., fire call point testing, alarm activations, Salto card records, and lost key lists; respond to any irregularities
- Ensure College's flag policy is followed

## Other Services

- Deputise in the absence of the Lodge Manager
- Undertake general administration as requested by the Lodge Manager
- Assist Lodge Manager with staff matters including, but not limited to, induction training, remedial training, planning staff levels, and supervising casual staff
- Plan and onward brief the daily agenda that includes the duties that need to be carried out by the Lodge staff members
- Maintain and order College first aid supplies upon Manager approval
- Be responsible for the Lodge use of the Salto system including door configuration, fob allocation, and door battery levels
- Carry out security patrols and deal with security and behavioural issues appropriately
- Take lead and responsibility for the fire alarm system faults and the call-out of Pyrotec, ensuring all call-outs and resultant charges are monitored.
- Liaise with Maintenance on any issues (decide whether a fault requires Pyrotec attendance, can be fixed internally, or can wait until the next scheduled service)

## Meetings

- Make internal meeting room bookings (Parks Road site only) during term time, ensuring Lodge staff follow correct procedures
- Become familiar with and maximise use of the meeting space on main site during the academic term, offering guidance on spaces
- Ensure processes for bookings are followed, such as maximum capacities, liaising with the decanal team where required
- Ensure relevant departments are aware of special requirements for bookings, e.g., AV

## Person Specification

### Essential criteria

- 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 dynamic workload and remain calm under pressure
- Ability to communicate effectively and professionally with external guests, students, and College members at all levels
- Good written communication and basic report writing skills
- A positive and helpful attitude towards colleagues and general reception operations
- Consistently presents a professional service and appearance
- Attention to detail and a passion for (and ability to enforce) professional standards
- Can demonstrate knowledge and understanding of health and safety, security, welfare, and other relevant knowledge areas
- A flexible, responsible, and self-motivated approach to meeting the needs of the College
- Intermediate computer literacy