

## **JOB DESCRIPTION**

**Job Title** Lodge Receptionist, Keble College

**Reports to** Lodge Manager

### **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. Monitor and test the College fire alarm system, reporting faults and resetting the alarms as required.
5. Facilitate building evacuations when Fire Alarms have been activated and liaise with emergency services as and when needed.
6. Respond to personal and security alarms.
7. Ensure a record is kept of all alarm activations and relevant departments are made aware of any issues requiring intervention.
8. Out of hours, liaise with Junior Deans on student welfare issues.
9. Issue keys to College rooms and to members, visitors, contractors etc and keep accurate records of issued keys. In the event of a guest/member losing a key, take corrective action as instructed by the Lodge & Guest Relations Manager, prior to the replacement key being issued.
10. Ensure the system is up to date with arrivals and departures, contacting the Conference office in the event of discrepancies.
11. Maintain accurate written accounts of accidents or other incidents occurring in College; and 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.

#### Front of House

1. Provide accurate information and appropriate assistance to members of the College and to Conference delegates and visitors.
2. Operate the lodge telephones; answer telephone enquiries, and record telephone messages.
3. Deal with incoming and outgoing mail via Royal Mail and College Messenger systems
4. Maintain forwarding addresses of junior members in residence and living out of Oxford.
5. Promote sales of souvenirs, etc. and operate the sales till.
6. Input B&B bookings from Speedybooker into Kx when requested by the Conference office.
7. Deal with B&B visitors enquiries and arrange safe storage of luggage as and when required.
8. Receive and forward to the appropriate department reports from visitors of room defects.

## General

1. Perform other duties as directed by the Lodge & Guest Relations Manager, including maintaining the cleanliness and tidiness of the Lodge area.
2. Undertake general administration as requested by the Lodge & Guest Relations Manager.
3. Monitor Sloane Robinson BMS data and report problems as and when needed.
4. Oversee OSS 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 (site specific).
7. All lost property handed into the Lodge to be handled sensitively and appropriately.
8. Provide flexible Lodge cover at the HB Allen Reception as and when required.

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.