NUFFIELD COLLEGE
Lodge Manager

JOB DESCRIPTION

Job Title: Lodge Manager
Place of Work: Nuffield College, Oxford, OX1 1NF
Reports to: Bursar
Hours of Work: Full-time (35 hours per week); some evening and weekend working may be required.
Salary: £28,960 - £36,032 pa
Probation: 6 months

Overview of the role

Nuffield College is a graduate college of the University of Oxford, specialising in the Social Sciences, particularly Economics, Politics, and Sociology. The College provides a stimulating research-orientated environment for graduate students and academic staff. As well as hosting many seminars, workshops, and other academic events throughout the year, the College is also home to a series of high-profile research projects, including the Centre for Experimental Social Sciences, the Centre for Social Investigation and an international research network on Climate Econometrics. One of the College’s fundamental aims is to act as a bridge between the academic and public worlds.

We are now seeking to appoint a Lodge Manager who can lead and further develop the College’s Lodge and associated reception functions, ensuring that it provides at all times a friendly, professional, and welcoming service. The successful candidate must have relevant professional experience, including management experience, excellent communication skills, a professional and proactive attitude, strong IT skills, and a commitment to improving services. Experience of managing or supporting events and of working in a College environment would be an advantage. The Lodge Manager will report to the Bursar, and be expected to work closely with the heads of other departments within College, including in particular the Catering and Conference Manager, the Site Manager, the Housekeeper, and the Director of Development and Alumni Relations.

This is a full-time position (35 hours per week). Some evening and weekend work may be required. The Lodge Manager may be expected to provide cover in the Lodge at short notice, in the event of unanticipated staff absences.
Key duties and responsibilities

The key duties and responsibilities that the postholder will be expected to fulfill are set out below.

Leadership

- Ensure that at all times the Lodge provides a friendly, professional, and welcoming service to members of the College and visitors.
- Act as line manager to the other Lodge porters who together form the Lodge team.
- Identify and put in place training and other professional development opportunities.
- Work with the Bursar and Heads of other College departments to proactively develop systems, processes and protocols within the Lodge to improve services.
- Ensure that the Lodge communicates and collaborates effectively and constructively with other College departments.
- Prepare shift rotas in order to ensure adequate staffing arrangements are in place during College opening hours.

Reception Duties

- Act as the first point of contact with members of the College, guests, visitors, contractors and the general public.
- Take bookings for College guest rooms and for teaching and meeting rooms and maintain relevant records, liaising with other relevant departments as appropriate.
- Collaborate with the Catering and Conference Department in the organization and support of College events.
- Ensure that contractors carrying out work on the College’s site comply with the relevant entry protocols, including associated record-keeping, liaising with the Site Manager as appropriate.
- Receive, sort, and distribute post and other deliveries to the College as appropriate.

Safety & Security

- Ensure, in conjunction with the Bursar and Site Manager that operational and strategic security arrangements are in place for the main College site, that security procedures are followed, and any incidents recorded.
- Liaise and create strong working relationships with emergency services, University Security Services, and local authorities as appropriate.
- Maintain and review, in conjunction with relevant Heads of Department, a clear set of emergency procedures and protocols.
- Provide out-of-hours support, as required.
- Issue and receive keys/electronic cards held by the Lodge, ensuring that the correct procedure is followed.
- Monitor the College’s CCTV system and ensure that it is operated in line with the College’s CCTV Policy.
- Manage operational access to the Fellows’ Car Park.
- Monitor the College fire alarm systems, in conjunction with the Site Manager.
- Maintain an accident book.
Administration

- Oversee the management of the Lodge office and associated functions, including:
  - franking outgoing mail, ensure that it is collected by the Royal Mail at the appropriate times, and maintain the franking machine;
  - ensuring that telephone and email correspondence is answered promptly and in a professional manner;
  - managing relevant record-keeping arrangements, including the Lodge Procedures Handbook and the mail redirection spreadsheet; and
  - ordering, maintaining, and distributing stocks of stationery to College members.
- Update, in conjunction with the PA to the Warden and Bursar, the electronic key card system.

Other

- The list above is not intended to be exhaustive, and the Lodge Manager may be asked to assist with other appropriate duties as required from time-to-time.

Selection Criteria

Essential

- Management experience or experience of leading a small team.
- Relevant professional experience (e.g., in a reception, lodge, or other front of house role).
- Excellent communication skills and a demonstrable ability to work well with staff at all levels of an organization.
- A professional and proactive attitude and a proven commitment to improving services and experiences.
- A willingness to learn new skills and a commitment to her or his professional development and the professional development of others.
- Strong IT skills, including the ability and willingness to learn and implement new systems and make best use of existing ones.
- The ability to remain calm under pressure and to deal with difficult situations.

Desirable

- Experience of managing or supporting events.
- Professional experience of the hospitality industry.
- Experience of managing change.
- Experience of working in a college environment.

How to apply

To apply online for this vacancy, please click on the ‘Apply for this post’ link below. This will take you to the Interfolio Web Recruitment System, where you will need to register for an account (if you have not done so previously) and log in before completing an online application.
For the online application you will be asked to complete an application form and a recruitment monitoring form, and to upload the following documents:

- a covering letter which describes the ways in which you meet the selection criteria for the post, as set out above.

- a curriculum vitae (CV), which should include the names and postal and email addresses of two referees. We will assume that we may approach your referees at any stage unless you tell us otherwise, so please state clearly if you wish to be contacted before a referee is approached.

**APPLY FOR THIS POST**

If you have any technical difficulties submitting your online application, please contact Interfolio at help@interfolio.com. For other queries, please contact the HR Department, human.resources@nuffield.ox.ac.uk.

If, for your convenience, you wish to submit a hard-copy application, please contact the Nuffield College HR Department at human.resources@nuffield.ox.ac.uk. Interfolio is a US-based service which processes data on servers based outside the EEA, but which complies with the EU-U.S. Privacy Shield Framework (see www.interfolio.com/privacy-policy/). Information submitted via hard-copy is not processed through Interfolio.

The closing date for receipt of completed applications is **12.00 noon on Monday 25 February 2019**.

Interviews are likely to take place in the week beginning 4 March 2019.

**Summary of Terms and Conditions**

The starting salary for this position will be agreed in the range £28,960 - £36,032 pa. Salaries are reviewed annually in August, although the College is under no obligation to award an increase following a salary review. The post will be subject to the successful completion of an initial probationary period of six months. Normal hours of work will be agreed with the Bursar, but may vary according to operational needs. The postholder will be entitled to 41 days holiday in each complete leave year (inclusive of all public holidays and College closure days).

The Lodge Manager will be enrolled automatically into the University Superannuation Scheme (USS) from the commencement of their employment, unless they decide to opt out. S/he will be entitled to take lunch in College when the kitchens are open at no charge, and will also have access to free tea and coffee. All employees of Nuffield College are eligible to join the Oxford College’s Healthcare Plan; in this case, the College will pay for single membership of the Plan, but the employee may, at her or his own expense, upgrade to partner or family membership. Membership of the Healthcare Scheme is a taxable benefit.

Employees will be eligible for a discounted travel to work scheme for the purchase of bus and train tickets and will be provided with a uniform.
Eligibility to work in the UK

The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence for employers to employ someone who is not entitled to work in the UK. We therefore require applicants to provide proof of their right to work in the UK before employment can commence.

Please note that you will need to provide original documents and where any documents are not in English a certified translation will be required. Do not include these documents with your application. You will be sent a request for the relevant information at the appropriate point in the selection process.

Please note that this post is not eligible for UK Visa and Immigration sponsorship.

Nothing in these particulars constitutes a contract.

Nuffield College exists to promote excellence in education and research, and is an equal opportunities employer committed to equality and valuing diversity. Applications are particularly welcome from women, disabled people and from black and ethnic minority candidates, who are currently underrepresented in posts in the College.