EXETER COLLEGE, OXFORD

Relief Lodge Receptionist
(Day & Night shifts)

Salary: within a range £28,971 - £32,716 per annum

Further Particulars

Introduction

Exeter College, founded in 1314, is one of the oldest colleges in Oxford and is one of 39 separate, self-governing colleges that make up the University of Oxford. It is located on the corner of Broad Street and Turl Street in the heart of the city. The working environment is very congenial and Exeter has a reputation for being small and friendly, but it is also a busy institution with many competing calls on time and energy. The College is governed by a Rector and c. 60 Fellows, and has around 350 undergraduate students and 250 students engaged in post-graduate studies, many of whom are accommodated in College buildings.

The College currently has two main sites – the historic Quad on the Turl Street site, and the newer Cohen Quad on Walton Street – plus an accommodation annex on the Iffley Road.

The Lodge Receptionist roles cover both the Turl Street and the Cohen quad sites, which between them house a significant proportion of our undergraduate student accommodation, as well as the Chapel, Dining Hall, Common Rooms, and the Library. However, some occasional cover at the Iffley Road site may also be required.

The sites are open 24 hours per day, 7 days per week.

Purpose and Objectives of the Post

The Lodge Receptionists hold a key public-facing role, and those working are responsible for delivering a friendly, professional and efficient customer service to all residents, guests and internal users of the Turl Street and Cohen Quad sites. Often the Lodge Receptionists will be the first, and potentially only, contact that a person has with the College, and so it is vital that the team creates a warm and welcoming atmosphere, so that those visiting the College will leave with the best possible impression.

The role of **Relief Lodge Receptionist** is to provide flexible cover within the Lodge Receptionist team, for example, when other staff are on holiday or absence from work due to illness. As such, the Relief Lodge Receptionists will normally work a mix of **both** Day **and** Night shifts, on any day of the week, as required by the needs of the College; **there is no fixed working pattern**.

Shifts will typically be 12 hours in duration, with Day shifts normally running from 7.45am - 8.15pm, and Night shifts normally running from 8pm - 8am.

The Lodge Receptionist team

The College employs 4 Lodge Receptionists who work Day shifts, and 4 Lodge Receptionists who work Night shifts. In addition, there are four Relief Lodge Receptionists, two of whom are employed to work 39 hours per week, one of whom is employed to work 36 hours per week, and one of whom is employed to work 24 hours per week. The Head Porter manages the team.

The Lodge Receptionists will work closely with all departments across the various College sites, and in particular will liaise frequently with the Conference & Catering team, the Housekeeping team, the

Development Office (responsible for fundraising and alumni relations), the Maintenance Team, the Academic Office, and the Welfare team.

The roles will also involve contact with students and academic staff within the College, and the development of good working relationships both within the College and with external visitors and guests will be essential.

Welfare is under the authority of the Welfare Coordinator, and discipline of students is under the authority of the Sub-Rector and Junior Deans. The Lodge Receptionists may be involved in first contact engagement with students, but will thereafter liaise with the Welfare team on all welfare and discipline issues, whilst offering support if required.

Principal Responsibilities

As above, the Relief Lodge Receptionists will cover a mix of Day and Night shifts, and so they will be responsible for a full range of duties across the College premises:

1. Operational services

- To provide a first-class customer experience to all residents and visitors using the Turl Street, Cohen Quad and Iffley Road sites, and to ensure that a friendly, professional and courteous service is provided to all.
- To deal with (and, where possible, resolve) all enquiries in a professional and courteous manner, whether in person, by phone, or by email.
- To direct visitors to meeting rooms and/or Fellows' offices.
- To issue room keys, and to maintain accurate records of keys that have been issued/ returned.
- To administer the Kinetics database, and to ensure that all student and guest arrivals/departures are logged in an accurate and timely manner.
- To book meeting rooms for lecturers, meetings and tutorials on the Kinetics database.
- To book guest accommodation on the Kinetics database and to prepare welcome letters and invoices.
- To look at the Conference Oxford website every day, to check for any potential external meetings that can be held on College premises.
- To collect, sort and distribute mail, including parcels and internal University communications.
- As required, to be responsible for room set-up and cleaning (e.g. seminar rooms, lecture theatre, etc) which may include moving tables and chairs.
- To book taxis for residents and guests.

2. Safety and Security

- To carry out several security patrols/ checks of the grounds and buildings during the night shift, ensuring that ground-floor windows are secured.
- To ensure that lecture rooms, seminar rooms, and other conference/ teaching facilities are secured at the end of each day, and that lights and appliances are switched off.
- To manage security issues, including administering the swipe card access control system and the CCTV system.
- To act as the first point of contact in emergencies, and to coordinate with first-responder services as appropriate.
- To liaise with nominated external security providers, and request support to address any security issues that may arise (as appropriate).
- To monitor the fire alarm system during shift, and to carry out safety procedures relating to the fire alarm system as required (in liaison with the Maintenance team).

- To ensure that incident reports are prepared and submitted in a timely manner.
- As appropriate, to support the Junior Deans in ensuring that College events (e.g. Bops, club and society dinners, etc) finish on time, and that an atmosphere conducive to study and research is maintained at all times (including acting quickly to ensure quiet in the quads and outside student rooms (when required), and to handle any other complaints of excessive noise).

3. General

- As required, to deliver newspapers to the SCR, MCR, JCR, the Bursar's office, and the Rector's Lodgings.
- As required, to undertake minor maintenance activities within College (e.g. re-setting trip switches, switching off leaking taps, etc), and to contact the on-call Maintenance personnel when necessary.
- To assist with registering student bicycles, as required.
- To report any maintenance, breakage or cleanliness issues to the Accommodation Manager or to the Operations Manager (e.g. furniture, fittings and equipment) in a timely manner.
- To act as a First Aider and Fire Marshal, as appropriate. [It is a requirement of the role that the postholder must maintain up-to-date First Aid and Fire Marshall training]
- To maintain punt booking sheets during summer months, including the booking and issuing of tickets.
- To keep the office space clean and tidy.
- A commitment to demonstrating respect, courtesy and consideration within interactions with members of the College community.
- To participate in the College's sustainability initiatives, and to bring to the attention of your manager any opportunities to reduce or eliminate any harmful environmental effects of the College's operations.

The above is not an exhaustive description, and other requirements may emerge as necessitated by changing roles within Exeter College, and its overall objectives.

The postholder(s) will be expected to carry out such other duties as the Head Porter may from time to time request, commensurate with the level and responsibilities of the post. The duties listed above may be varied from time to time without changing the essential character of the post.

Further Details

Department:	Lodge
Responsible to:	Head Porter *(Operations Manager when working at Cohen Quad)*
Liaison with:	Students, staff, conference guests, and other members of the collegiate body
Probation:	the post is subject to a 4-month probationary period
Notice period:	one month
Salary:	within a range £28,971 - £32,716 per annum
Pension:	The postholder will be automatically enrolled in the Oxford Staff Pension Scheme (OSPS) unless they choose to opt out in writing.

Hours of work:	39 hours per week	(average)
	There is no set rota pattern, and the postholder will be required to work flexibly whenever cover is required, including Day shifts, Night shifts, and at weekends. Whilst there is no fixed work pattern from week to week, across a 4-week reference period we anticipate that you will work an average of 39 hours per week.	
	Where appropriate, work on Bank Holidays may be required where this falls as part of the normal shift pattern.	
Place of work:	the main working locations will be both the Turl Street site and the Cohen Quad (Walton Street) site; however, you may be required to work in other Exeter College locations from time to time.	
Annual Leave:	297 hours per annum	(equivalent of 7.6 weeks, including Bank Holidays)
	All leave must be taken in agreement with the Head Porter.	

Equity, Diversity & Inclusion

Exeter College is committed to equality and diversity, and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those under-represented within higher education. No applicant or member of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Employment with the College, and progression within employment, will be determined according to personal merit and the application of criteria related to the duties and conditions of the post. In all cases, the primary consideration will be the ability to perform the job.

Our commitment to equality and diversity goes hand-in-hand with our commitment to academic freedom and free speech.

The College's policies on equality and diversity are available from our website: http://www.exeter.ox.ac.uk/equality-and-diversity/

The prospective employee must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences.

How to Apply

The closing date for applications is **12pm noon on Friday 27 November 2026**.

Applications must include:

(i) A completed application form. If a candidate does not wish for a reference to be taken up at the application stage, this should be stated clearly in the relevant section of the application form.

(ii) A full *curriculum vitae*.

(iii) Where appropriate, a covering letter providing any additional information that the candidate may wish the panel to consider.

Applicants are also asked to complete and return a Recruitment Monitoring form (available from the College website), provided that they are happy to do so.

Candidates are encouraged to submit all application materials by email to vacancies@exeter.ox.ac.uk. If possible, applications should be submitted as one or more PDF file(s).

Informal enquiries about this post may be directed in the first instance to the HR Manager (vacancies@exeter.ox.ac.uk). Any such enquiries will be treated in confidence and will not form part of the selection process.

The policy and practice of the College require that entry into employment within the College and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure.

Data protection

All data supplied by applicants will be used only for the purposes of determining their suitability for the post. Information regarding the way we process your 'personal data', as part of the General Data Protection Regulation (GDPR) and Data Protection Act, can be found in the Privacy Policy published on our website at https://www.exeter.ox.ac.uk/governance/.

PERSON SPECIFICATION

Category	Essential	Desirable
Qualifications	1. Educated to GCSE standard (inc. Maths & English at grade C or above), or equivalent through professional experience and/ or qualifications	1. Relevant customer service qualification 2. First Aid qualification
Experience	1. Experience of working in a busy customer-facing environment, ideally within a hotel front-desk or reception role, or in a similar customer-facing environment.	1. Experience of working night shifts 2. Security experience 3. Experience of working within a similar role in an Oxford college or the University.
Skills and knowledge	1. Outstanding interpersonal skills, and the ability to build strong working relationships with people at all levels of an organisation. 2. Strong verbal and written communication skills, including a high standard of spoken English. 3. Confident and pleasant telephone manner. 4. Proven commitment to providing high levels of customer service. 5. Good IT skills, including email, internet, Microsoft Word and Excel packages (intermediate user). 6. Excellent attention to detail, and high levels of accuracy. 7. A proven ability to remain calm and professional in difficult situations or very busy environments. 8. An ability to prioritise competing demands effectively. 9. Proven ability to work at pace in a busy customer-facing environment. 10. Ability to work as part of a team, as well as with initiative and under minimal supervision.	1. Working knowledge of Kinetic database, or similar room-booking database. 2. Knowledge of COSHH, manual handling, and other relevant health and safety issues.
Personal qualities	1. Flexible and willing to work cooperatively. 2. The successful applicant must be able to move about the College site at speed when required, particularly during an emergency.	