



JOB DESCRIPTION

Casual Lodge Assistant – Day Shift

Department	Lodge
Salary	£13.16 per hour
Hours	Flexible – various shifts are available both during the week and at weekend with options to work days, nights or both and flexibility sometimes available over the duration of a shift. Day shift - between 07:00 and 19:00/21:00 Work will be offered on an "ad hoc" basis.
Contract type	Casual Contract for up to 6 months, with possible extension depending on workloads and performance.
Reporting to	Lodge Manager and Deputy Lodge Manager
Additional information	Statutory holiday entitlement of 28 days (pro rata for fixed term and part time hours) over a full twelve-month period. Annual leave entitlement will be calculated depending on the hours that you have worked. Contributory pension scheme, subject to eligibility Parking is not available; however the College provides a designated area for bicycles.
Start date	As soon as possible
Standards	 We are a certified Oxford Living Wage employer  INVESTOR IN PEOPLE

Wadham College

Wadham is one of the largest of the colleges of the University of Oxford, with approximately 450 undergraduates, 250 postgraduates, around 70 Fellows and more than 130 support staff. Founded in 1610, Wadham celebrated its 400th anniversary in 2010. It has an annual turnover of some £10M and reserves in excess of £100M.

Wadham attracts undergraduate and postgraduate students from a wide range of backgrounds thanks to its informal atmosphere, academic strength, historic environment and the open-minded, progressive and socially aware attitude of its community. Wadham College is proud to be a Living Wage employer since April 2015 and has been awarded Investors in People since 2003.

The College's Governing Body consists of the Warden and Fellows and is chaired by the Warden. The current Warden is Robert Hannigan (Classics, 1983) who came to Wadham in September 2021 and was Director of GCHQ, the UK's largest intelligence and cyber security agency.

Further information about Wadham College can be found at www.wadham.ox.ac.uk

General Overview

Wadham College is looking for casual workers to work in the Lodge/Front desk and provide the highest standard of customer service.

Casual Lodge Assistants are needed to provide cover during staff absences and for key events. The role will involve working in Lodge and covering the front desk. You will normally be working alongside a Lodge Receptionist.

Responsibilities and duties

1. Cover the front desk, answer general queries and greet people visiting the College
2. Answer the telephone and forward any queries to the appropriate person.
3. Ensure excellent customer service is provided to anyone who visits the Lodge.
4. Receive any post and delivery packages.
5. Familiarise yourself on a regular basis on the College's health and safety and security policies and procedures.
6. Work as part of a busy team and be flexible and willing to help others in the team
7. when required.
8. Report any incidents or health and safety matters to the Lodge Receptionist or Lodge Manager on duty
9. Wear any uniform provided (e.g. tie/cravat and name badge)
10. Attend training when required
11. Maintain strict confidentiality at all times.
12. Work as part of a busy Lodge team
13. Undertake any other tasks appropriate for a casual worker
14. Deal with a wide and varied flow of people at different levels. Tact, diplomacy, discretion and a professional approach are required at all times
15. Ensure the Lodge issue keys/fobs accurately, complying with all procedures
16. Assist tour party visitors within the College and ensuring the College is well presented for this purpose
17. Be sympathetic to the support and welfare needs of the student body; providing a friendly, approachable and safe environment for students to get information or signposting to the appropriate support resources
18. Carry out security patrols and deal with any security or behavioural issues appropriately and professionally with the support and guidance of the Lodge Manager and/or Lodge Receptionist. Be vigilant at all times and able to confidently, but tactfully and politely challenge anyone who appears to need assistance.
19. Be fully conversant with the College Security systems and procedures. Able to deal with any emergencies in a swift and prompt manner following the College Fire and other emergency plans.

SELECTION CRITERIA

Essential

1. Demonstrable experience of working in a similar role or working environment
2. Interest in customer service work and a willingness to learn
3. Interest in casual work on an ad hoc basis
4. A flexible attitude and the ability to work both as part of a team, with a willingness to help others in the College and to work independently, without supervision.
5. Excellent communication skills and the ability to communicate with people at all levels
6. Ability to provide excellent customer service
7. Ability to prioritise workloads and manage time effectively
8. Ability to follow and carry out management instructions
9. Ability to carry out the requirements of the role
10. Good attention to detail
11. Friendly, reliable and trustworthy
12. To problem solve using initiative within bounds of competency
13. To have a flexible attitude towards scheduling and duties
14. To be presentable and maintain dress and department standards. You may be expected to wear a uniform.
15. Ability to maintain strict confidentiality at all times

Desirable

1. Knowledge of Wadham College, Oxford colleges and various departments
2. Security, reception or front desk experience
3. Knowledge of basic H&S and Fire Regulations
4. Previous experience of large institution working, e.g. schools, colleges, hotels etc.
5. Previous experience of manual handling and COSHH

APPLICATION PROCESS

Applicants are asked to complete an application form including the contact details of two individuals willing to act as referees:

1. The first referee should be the applicant's current or most recent a former line manager, Head of Department or someone with supervisory responsibilities
2. The second referee should ideally be a former line manager, Head of Department or someone with supervisory responsibilities from a different establishment than the first referee.

Applicants should ensure that they outline the reasons for their interest on the application form and the qualities they feel would make them particularly suitable for this position.

Applicants will be judged on their completed application form and how they meet the selection criteria outlined above.

Please can you complete an equal opportunities survey form which can be found online at: <https://oxford.onlinesurveys.ac.uk/equality-diversity-monitoring-form-23-24>. If you would prefer a printed copy then please contact the HR Department at vacancies@wadham.ox.ac.uk or on 01865 277900.

There is no closing date for this position and suitable applicants will be notified thereafter for interview as soon as possible (usually within three weeks). Applications should be sent to: vacancies@wadham.ox.ac.uk or alternatively the HR Department at Wadham College, Parks Road, Oxford, OX1 3PN.

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Special Arrangements

The College welcomes applications from candidates who have a disability. These documents will be made available in large print, audio or other formats on request. Applicants invited for interview will be asked whether they have any special requirements to make the interview more convenient and effective for them.

Data Protection

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 at on our website at: <https://www.wadham.ox.ac.uk/gdpr-framework>. This includes a copy of the Privacy Notice for Job Applicants.

Wadham College Equality Statement

Subject to statutory provisions, the aim of our policy is to ensure that no applicant, student, or member of staff will be discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or parenthood, race, religion or belief, sex, or sexual orientation, or be disadvantaged by conditions or requirements which cannot be shown to be permitted by law.

Values Statement

Wadham has a cherished tradition of being at the forefront of advancing equality of opportunity, and celebrates vigorous debate, independent thought, and academic excellence. We seek to create a welcoming, accessible, and secure environment in which to work, study, live, and visit. Our community embraces people of all ages, backgrounds, races/ethnicities, nationalities, beliefs (including religious beliefs), genders, sexualities, dis/abilities, and appearances. This inclusiveness, underpinned by mutual respect and consideration, enriches us all.

GUIDEANCE FOR STUDENTS ON PAID WORK EXPERIENCE UNIVERSITY OF OXFORD ONLY

The details below are taken from the University of Oxford website under 'Oxford Life/ Skills and work experience.' <https://www.ox.ac.uk/students/life/experience?wssl=1>

Undergraduate students: Term-time employment is not permitted except under exceptional circumstances and in consultation with your tutor and senior tutor. During vacations you will be required to complete academic work and this should take priority over other commitments. However, the Careers Service can help you to find work experience placements during the vacations, with the agreement of your tutor.

Graduate students: If you do decide to undertake a limited amount of paid work during your studies, whether as part of your academic development or to help to support yourself financially, you must observe the University's paid work guidelines and ensure that any paid work undertaken does not adversely affect your studies or ability to complete your course on time.

International students: If you are studying at Oxford under the terms of a visa, refer to visa and immigration for information regarding working in the UK.

Within the paid work guidelines, the following may be possible:

- Teaching opportunities: departments and colleges are sometimes able to offer teaching work.
- Demonstratorships - in the experimental sciences, graduate students can sometimes work as a demonstrator in practical classes.
- Research Assistantships - these are available from some departments and faculties.
- Junior Deans – Advertised by colleges, these positions involve providing pastoral care to other students and being on-call day and night several times a week. Junior Deans normally receive free college accommodation, free meals and a modest annual stipend