



## JOB DESCRIPTION

### Deputy Lodge Manager

<b>Department</b>	Lodge
<b>Salary</b>	£30,378 to £35,608 per annum (discretionary to £38,784 per annum), depending on skills and experience (Grade 5 of the University Salary Scale); Wadham College also pays full-time staff a further £1,730 Oxford Weighting per annum
<b>Hours</b>	Full time: Unless otherwise directed by the Lodge Manager, 40 hours per week averaged out over 6 weeks as per the rota, this will include weekend and bank holiday working. In some cases, you may be asked to cover the night shift.  The postholder is required to be flexible and additional hours may be required which can be taken back as time in lieu. Overtime is not paid.
<b>Contract type</b>	Permanent following a satisfactory completion of a 6 month probationary period.
<b>Reporting to</b>	Lodge Manager
<b>Responsible for</b>	Working alongside a small team assisting the Lodge Manager with the day-to-day supervision of the Lodge operation.
<b>Contact</b>	Lodge staff, Deputy Domestic Bursar, Fellows, students, staff, public, contractors, agency workers, casual workers, conference guests, visitors.
<b>Additional information</b>	Annual leave entitlement will be 240 hours (30 days) including the College's closed periods of five days at Christmas, plus bank/public holidays. Due to operational requirements, you may be required to work on any of the bank holidays, for which time off in lieu will be provided.  A uniform is provided.  This post requires a satisfactory report from the Disclosure and Barring Service.  Parking is not available; however the College provides a bus pass scheme and a designated area for bicycles.  Further details on staff benefits can be found on the back page.
<b>Start date</b>	As soon as possible
<b>Standards</b>	 We are a certified Oxford Living Wage employer



Wadham is one of the largest of the colleges of the University of Oxford, with approximately 450 undergraduates, 300 postgraduates, around 70 Fellows and approximately 120 support staff. Founded in 1610, Wadham celebrated its 400th anniversary in 2010. 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.

Wadham College's main site is on Parks Road, Oxford. The College also has several off-site properties including:

- Dorothy Wadham residential site, Iffley Road
- Merifield residential site, Summertown
- Lathbury Road, Summertown
- Sports ground, Summertown
- Boathouse, near Christ Church Meadow

It is the Lodge's responsibility for responding to calls for assistance and fire alarm activations at these sites where appropriate.

Further information about Wadham College can be found at [www.wadham.ox.ac.uk](http://www.wadham.ox.ac.uk)

## General Overview

The Lodge is not only front of house, but in many ways, it is the hub of the College and the role of a Deputy Lodge Manager, whether it is during the day or night, is vital to the efficient running of the College. As a Deputy Lodge Manager, you are expected to support the Lodge Receptionists to be knowledgeable about College life and rules, to be polite and helpful when dealing with both members of the public and the wider college community, yet firm when the occasion warrants. You will be expected to provide cover during colleagues' absences which will require Lodge Receptionists to workday, evening and night shifts and to step up to oversee the day-to-day supervision of the Lodge operation in the absence of the Lodge Manager.

As Deputy Lodge Manager, you will assist the Lodge Manager in the smooth running of the Lodge, ensuring that a high quality, efficient and effective service is provided to all Fellows, students, staff and visitors. The Deputy Lodge Manager may be required to attend meetings on behalf of the Lodge Manager.

The Deputy Lodge Manager is required to support the Lodge Manager, and deputise in their absence, the administration of Degree Days and attend accordingly (approx. 9 +1 matriculation annually on Saturdays). This includes managing the stock of gowns, ensuring they are clean and ready for events, and managing short-term rental of gowns as required.

## **Responsibilities and duties**

### **Logistics**

1. Serve as an experienced Lodge Receptionist and being a role model to others. To deputise in the absence of Lodge Manager, ensuring shift cover, attending meetings and day-to-day supervision of the lodge operation.
2. Manage the logistics within the College ensuring parcels and post are stored and distributed correctly and ensuring minimal disruption.
3. Coordinate all on-site parking for contractors, guests and fellows as well as managing the registration of bicycles.
4. Ensure the Lodge area is clean, tidy and organised and promotes a professional and welcoming first impression of the college, sorting post, delivering parcels and assisting with luggage.
5. To be in uniform at all times during working hours and promote a positive perception of the College, in keeping with the college values, both internally and externally.
6. To assist the Lodge Manager with staff matters including: identification and implementation of appropriate training, supervision of casual team members; supporting the Lodge Manager in planning and organising correct staff levels
7. To assist the Lodge Manager in conducting probationary reviews, annual appraisals and disciplinary hearings when required.

### **Lodge Receptionist/ Customer Service/ Front Desk**

8. Provide a warm, friendly and professional welcome to the College, ensuring visitors and College members are acknowledged quickly and helped in a timely fashion.
9. Handle telephone calls and enquiries to the main switchboard, displaying a warm and professional welcome and able to competently handle enquiries. Deal with any requests yourself, where possible or, if unable to assist, then obtain further information and direct the caller to the appropriate person. Taking and communicating messages where required.
10. Monitor the Lodge email account and responding professionally and timely to incoming emails.
11. Support the Lodge Manager to ensure a continuous safe and secure environment - highlighting any potential risk and impact on the College to the Lodge Manager.
12. Be first aid trained, proficient in fire prevention, CCTV and H & S regulations and act as first responder to incidents, and to coordinate with emergency services or University Services where required.
13. Be the first responder to College alarms in relation to intruder, fire and water.
14. Carry out security patrols and deal with any security or behavioural issues appropriately and professionally. Be vigilant at all times and able to confidently, but tactfully and politely challenge anyone who appears to need assistance.
15. 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.
16. Monitor and log CCTV in accordance with college procedures
17. Responsible for providing written incident reports in line with college policy.
18. Ensure the Lodge issue keys/fobs accurately, complying with all procedures.
19. Act as an information point and communicate relevant information across the appropriate departments, ensuring accurate and detailed handovers between shifts.

20. Assist the Lodge Manager in creating and updating Standard Operating Procedures (SOP) to aid continuity and ease of training for new staff within the Lodge when required.
21. In conjunction with the Junior Deans, ensure that good order is maintained by junior members (undergraduate and graduate students), dealing as appropriately with student issues and incidents involving college visitors, reporting all incidents via the appropriate mechanism.
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23. Be IT proficient, particularly in the use of MS Packages (Word, Outlook, Excel). Use Speedy Booker software to check in and check out students and conference guests to the College.
24. 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. You are not expected to provide welfare support in this role but may act as the first point of contact.
25. The ability to work proactively, to foresee any potential issues and to think strategically about contingency plans and communicate them effectively; able to comprehend the 'bigger picture' and how the activities and interactions of a busy College operation relate to the Lodge operation.
26. To deal with any unforeseen situations calmly and be able to use your own initiative to resolve minor issues confidently but be aware of limitations and know when to escalate. To effectively communicate to the guest, in the first instance, and also to relevant departments as required.
27. To be confident in handling complaints and to follow procedures. Able to remain calm and composed to resolve the guests complaint quickly and to ensure all relevant departments are made aware of both the issue and the action taken to resolve it.
28. Support the Lodge Manager to ensure a continuous safe and secure environment - highlighting any potential risk and impact on the College to the Lodge Manager.

### **General Operational Duties**

29. Assist the Lodge Manager in supervising casual workers when on duty and providing guidance and training when required.
30. Assist the Dean, Domestic Bursar and Junior Deans in the enforcement of College Rules, ensuring that noise disruption is kept to a minimum and that procedures for managing noise or behavioural issues are complied with to minimise the impact on residents of the college.
31. Support the Works team in making initial assessments out-of-hours in resolving maintenance problems, referring as necessary.
32. Comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.
33. Always maintain strict confidentiality.
34. Undertake any job-related training requested by the College.
35. Work as part of a busy team and be flexible and willing to help colleagues when required.
36. To undertake any other tasks appropriate for the role.

## **Skills, Experience & Person Specification and Selection Criteria**

### **Essential**

1. Previous experience of working in a front of house/reception team, customer-facing role.
2. Ability to deliver excellent customer service.
3. Experience of dealing successfully with challenging visitors or other difficult situations involving staff or guests. Ability to deal effectively and sensitively with potentially difficult situations.
4. Ability to develop good working relationships with all the users of the college facilities, for example the resident academic community of fellows, students, staff, visitors and the wider community.
5. A disciplined approach to work, with the ability, on occasions, to exercise personal judgement effectively.
6. Demonstrable experience of staff management/supervision and motivation.
7. Be able to work on own initiative and as part of a team.
8. Effective team-working and ability to build relationships.
9. Excellent verbal and written communication skills.
10. Experience of planning for service delivery.
11. Ability to develop procedures.
12. A good standard of education (at least A-level standard, NVQ level 3 or equivalent).
13. Administrative experience and office skills relevant to this role including MS Office application experience and familiarity with email and digital calendars.
14. Good organisation skills and the ability to prioritise tasks.
15. Ability to work well with others and manage a busy environment calmly.
16. An understanding of the importance of data protection and GDPR and ability to follow policies and procedures in relation to this.
17. A qualified First Aider and Fire Marshal or willing to undertake the training to achieve this.
18. To problem solve using initiative within bounds of competency.
19. To maintain development by undertaking training suitable to the post.
20. To have a flexible attitude towards scheduling and duties.

### **Desirable**

1. Previous experience of a Lodge Receptionist's role, preferable at a level involving supervisory responsibility in Oxford Colleges and an understanding of the collegiate community.
2. Basic Knowledge of Fire Regulations and/or H&S.
3. Willingness to undertake further training including the successful completion of the SIA course. This qualification is essential to the post; attendance will be arranged for those not already in possession of a valid licence.

### **Personal attributes**

It is important to be always be personally well-presented and smart. A good sense of humour, people management skills and a flexible attitude to work commitments.

## **Health &Safety and Security**

Serve as the Lodge lead on all matters relating to health and safety, working closely with the Lodge Manager and the College's Health and Safety Officer:

1. Maintain and update H&S policies and procedures as relevant to the Lodge.
2. Contribute to College wide H&S discussions and policy/procedure development.
3. Oversee the effective implementation of Lodge H&S procedures in collaboration with the Lodge Manager.

## 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.

The deadline for receipt of applications is **12 noon on 11 February 2026**. Shortlisted applicants will be notified thereafter for interview and all applicants will receive a response as soon as possible (usually within three weeks). Applications should be sent to: [jobvacancies@wadham.ox.ac.uk](mailto:jobvacancies@wadham.ox.ac.uk) or alternatively the HR Manager at Wadham College, Parks Road, Oxford, OX1 3PN.

Shortlisted applicants will be notified thereafter for interview and all applicants will receive a response as soon as possible (usually within three weeks). Applications should be sent to: [vacancies@wadham.ox.ac.uk](mailto:vacancies@wadham.ox.ac.uk) or alternatively the HR Department at Wadham College, Parks Road, Oxford, OX1 3PN.

### 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.

## BENEFITS OF WORKING AT WADHAM COLLEGE

Training and Development Opportunities	Further details can be found at: <a href="https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0">https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0</a>
Free Staff Meals	If you work longer than a 6-hour shift then you are normally entitled to one meal on duty free of charge at the main College site (Parks Road) if the kitchen is open and operational. It is up to the Head of Department whether this is breakfast, lunch or an evening meal. Please be aware that there is no cash equivalent or allowance for meals missed or when the kitchen is closed.
Employee Assistance Programme (EAP)	An EAP is a confidential employee benefit designed to help you and your immediate family deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.  A 24/7 helpline is available to assist you which can provide counselling support as well as a smartphone app and wellbeing portal to access further information.
Corporate Discounts (through the University of Oxford)	Below is an example of the discounts available (this list is not exhaustive) <ul style="list-style-type: none"> <li>• 10% discount in some University shops</li> <li>• Free entry to Oxford colleges and libraries which charge for admission</li> <li>• Discounted computer software from the University Computing Service</li> <li>• Free access to the University Botanical Gardens</li> <li>• Discounted membership of the Iffley Road gym and swimming pool</li> </ul>
Access to Wadham Gardens and Leisure Facilities	Staff may use the gardens at Wadham, sports ground pitches and tennis courts (located on Marston Ferry Road, Oxford). Wadham College hires a punt annually from the Cherwell Boat House which staff are permitted to hire for a small fee and a squash court is also available within the College. The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym.
Staff Entertainment	The College arranges social events including charity raffles, coffee mornings, cake sales, quiz nights, staff Christmas party and children's Christmas party.
Pension	The University offers generous occupational pension schemes for eligible staff members.  Opportunity to join the Oxford Staff Pension Scheme (OSPS). Details are available online at: <a href="https://finance.admin.ox.ac.uk/osps">https://finance.admin.ox.ac.uk/osps</a>  General information about university pensions can be found at: <a href="https://finance.admin.ox.ac.uk/pensions">https://finance.admin.ox.ac.uk/pensions</a>
Travel	The College offers travel schemes and public transport travel discounts to staff. Full details are available from the College.

Nurseries and childcare	<p>The University offers quality childcare provision services at affordable prices to College staff. For full details about the services offered, please visit <a href="https://childcare.admin.ox.ac.uk/home">https://childcare.admin.ox.ac.uk/home</a>. Due to the high demand for nursery places there is a long waiting list, although Wadham offers a limited number of places on a sponsored priority scheme to help reduce the waiting time.</p>
Private Medical Insurance	<p>The Oxford Colleges' Healthcare Scheme is available to eligible staff and further details are available from the College. Members of staff are expected to contribute to the scheme.</p>
Discounted Guest Rooms	<p>Staff may on occasion book a room at Wadham College, subject to availability. Staff are entitled to receive a discount on accommodation during our College vacation periods, subject to terms and conditions.</p>