

JOB DESCRIPTION AND SELECTION CRITERIA

Lodge Manager

Department	Lodge
Salary	£37,694 - £46,049 per annum (discretionary to £50,253 per annum), depending on qualifications and experience. Grade 7 of the University Salary scale. In addition, Wadham College also pays full-time staff a further £1,730 Oxford Weighting per
Hours	Full-time: 40 hours per week, usually Monday to Friday on a shift pattern with hours starting as early as 7am and finishing as late as 11pm. There may also be some weekend working and working on bank holidays.
Contract type	Permanent following a satisfactory completion of a 6 month probationary period.
Reporting to	Deputy Domestic Bursar
Contact	Deputy Domestic Bursar; Domestic Bursar; Warden; Fellows; Conference & Events Manager; Works Manager; Domestic Bursar's PA; other department heads, Junior Deans, College Welfare Leads
Additional information	The post holder will be entitled to take a free lunch when on duty and the kitchen is open. Holiday entitlement will be 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. Overtime is not paid but time off in lieu may be taken with prior agreement from the Domestic Bursar. A uniform is provided Parking is not available however the College provides a bus pass scheme and a designated area for bicycles.
Start date	As soon as possible
	 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, 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

General Overview

The Lodge is not only the shop window, but in many ways is the hub of the College and the role of Lodge Manager is vital to the efficient running of the College. As Lodge Manager, you are expected to be knowledgeable about College life and rules, to be polite and helpful when dealing with Fellows, students, staff and all visitors to the College, and to be firm when trouble looms.

As Lodge Manager, you are responsible for the overall management of the Lodge staff on a day to day basis, with support from the Deputy Lodge Manager. You are responsible for the overall management of security of the College and ensuring that the Fire Alarm system is working effectively at all times. You will be expected to maintain an up-to-date Fire Evacuation Procedures document and to conduct regular fire drills and evacuations. You will be expected to ensure that College events are run correctly in terms of security and evacuation procedures. You will need to ensure that cover is provided during colleagues' absences. You will be expected to be on duty on important or demanding occasions such as the arrival/departure of live-in students, the start of term, Degree Days, and large student events such as the Ball, Queerfest and Wadstock. You also be willing to provide advice and, if necessary, attend emergency situations out of hours.

When on duty meals are provided, but the consumption of alcoholic drink is prohibited whilst on duty and no alcohol is to be consumed within 4 hours of coming on duty. A 'No-Smoking' policy operates within the Porters' Lodge.

Responsibilities and Duties

Customer Service / Front Desk

1. Lead by example on the Front Desk, providing a warm, friendly and professional welcome to the College, ensuring visitors and College members are acknowledged quickly and helped in a timely fashion and with discretion when necessary.
2. Work side-by-side with the Lodge team to ensure delivery of the highest standards of customer service at all times, including working closely with the Accommodation, Sales & Events Office during vacation periods to help external bookings run smoothly, efficiently.
3. To act as a point of information for college members, guests and to visitors throughout the year. Able to quickly provide, or know where to find information, and to be knowledgeable about the College history, the local area and tourism attractions;
4. To receive and direct enquires to the College, including by email, phone or in-person. Handle telephone calls to the main switchboard, 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.
5. 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.
6. 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.
7. 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
8. To manage the issuing of keys for meeting rooms, the booking of guest rooms in College for Fellows and staff, and in close liaison with housekeeping and Accommodation, the sale of walk-in bedroom bookings.

Staff management and leadership

9. To manage a small team of Lodge Receptionists, working different shifts, including daily supervision, as well as working alongside the team and managing the staff rota to ensure that shifts are covered. Involvement with all staff matters, including: training and development; annual appraisals; planning and organising correct staff levels (to ensure they meet the needs of the College at all times); sickness absence; disciplinary matters.
10. Be responsible for casual workers, agency staff and contractors who may be assisting the Lodge, with support from the Deputy Lodge Manager.
11. Monitor the need to adjust staff levels during periods of increased business and conferences.
12. Remain flexible to adjust your hours to meet with Lodge staffing requirements including sickness/holidays and staff shortages.

Security

13. Manage the overall security of the College at all times with Senior Management help and support. Ensure that random security checks and patrols of the whole College during the night and day are carried out and recorded accordingly by the duty staff and yourself.
14. Attend Major Incident call outs and above all, to take rapid and proper action in emergencies, such as fire, accident or disturbance, dealing with emergency services as required and reporting to Senior Management.
15. To manage the issuing of keys, ensuring that only authorised persons have access to them. Ensure that duplicate and master keys are kept secure at all times. To carry out a daily key check on keys signed out and to report any loss or compromise of keys immediately.
16. To plan, organise security for major events, prepare fire procedures and plans for such events including attendance as Incident Controller, Environmental and Health and Safety /Fire Officer with Senior Management help and support. Liaise with the Student Union in all aspects of security arrangements for their events and with the College Welfare team, support welfare arrangements.
17. To manage the car parks and cycle sheds to ensure they are regularly checked and that unauthorised vehicles are dealt with and abandoned/unregistered cycles are removed.
18. To deal proficiently with any unauthorised persons on College premises and to investigate and report any breach of security observed.
19. Monitor CCTV for incidents and prepare evidence disc in accordance with P.A.C.E for any criminal prosecution as required by the civil police; oversee and monitor pedestrian and vehicular traffic at the Saville Road gate by CCTV ensuring the gate is opened/shut as required.
20. Liaise with the Dean of Degrees in the administration of Degree Days and attend accordingly matriculations annually on Saturdays.
21. To be conversant with the College Flag schedule, and to raise the appropriate flag accordingly.
22. To be in uniform at all times during working hours and promote a positive perception of the College both internally and externally.

Health & safety and maintenance

23. Ensure that the Fire Alarm and Flood Warning systems are in good working order at all times reporting any and all faults immediately for repair and ensuring works are carried out in a timely fashion.
24. Conduct regular fire drills as directed by the Domestic Bursar. Facilitate fire awareness courses for staff and maintain an up-to-date documentation for fire drills and evacuation procedures.
25. Conduct fire training and awareness of responsibilities to Fire Wardens and incoming students. Provide internal training to appropriate staff on the use of Evacuation Chairs.
26. Meet with students with disabilities and prepare P.E.E.P forms for fire evacuation, as notified by the Domestic Bursar.
27. Be a qualified First Aider at Work, attend meetings and ensure appropriate first aid provisions are in place for the department.

28. Update the Fire Zone Plans as and when required; monitor fire panels for pre-alarms and earth faults and fire alarms when in Lodge. Ensure fire panels are checked weekly and to have a working knowledge of the panel record and record the outcome in the appropriate log.
29. Test disabled alarms and record once weekly in the appropriate log.
30. Facilitate fire and security checks during College shut-down period at Christmas, ensure all areas are randomly checked day or night on 4 separate occasions
31. Prepare and review Lodge Risk Assessments, as and when required.

Administration

32. Keep Operational Instructions up-to-date.
33. To be responsible for all incoming mail, recorded deliveries and parcels, and their subsequent dispersal; to ensure all outgoing mail is franked and collected.
34. Responsible for receiving money, e.g. for temporary accommodation charges, SCR & JCR quest room charges. Operate electronic swipe card system and to keep accurate records of transactions. Administer/check the petty cash daily and submit transactions to the accounts department. Submit end of month accounts for SCR guest rooms, postage and taxis.
35. Keep accurate records of current addresses of all members and senior staff, of those in residence and daily records of incidents in the Lodge Logbook.
36. Administer the various booking registers, such as the accident book, guest room bookings, laundry cards etc.
37. Manage the stock of college gowns, ensure they are clean and ready for events, manage the purchase and short-term rental of gowns and hoods as required and oversee the use of gowns at events such as Degree Days.
38. Manage the stock, purchase and sale of College merchandise.
39. Arrange the purchase of goods and services, such as taxis, security services, and the franking machine, following approval by the Domestic Bursar, ensuring that value for money is achieved by arranging several quotes.
40. Build relationships with tour group organisers, tracking visits and managing payments.

General

41. The list is not intended to be complete, and from time to time the Domestic Bursar may request any other tasks commensurate with your role.
42. To maintain strict confidentiality at all times.
43. To undertake any job-related training requested by the College.
44. To work as part of a busy team but also be flexible and willing to help colleagues when required.

Welfare

45. Where required, participate in the process of selecting and inducting an appropriate graduate student for the role of Junior Dean, liaising with the Welfare Lead, Academic Office and HR Department.
46. To provide a safe physical space for students who feel under threat to come to for support and reassurance; provide immediate assistance and signpost students to more professionally experienced and qualified staff as needed.
47. To report on all incidents that involve the behaviour and welfare of junior members to the Dean, Junior Deans or Chaplain and Welfare Fellow, as appropriate and to actively support these officers in implementing the College's policies and procedures.
48. Generate and sustain an inclusive culture where the whole community feels embraced by the wider ethos, encouraging students to feel that they can turn to the Lodge Porters for help in any situation.

PERSON SPECIFICATION

Essential

1. Educated to A Level or equivalent.
2. Demonstrable experience in a similar security management role in the educational, corporate or private sector.
3. Demonstrable experience of managing, motivating and developing a team with sensitivity and effectiveness, including undertaking staff appraisals, report writing and handling disciplinary issues in a corporate or educational environment.
4. A comprehensive knowledge of security and health and safety matters.
5. The proven ability to work in an organized and methodical fashion, including prioritising tasks.
6. Excellent written, oral and interpersonal skills, including the ability to communicate with staff, students and visitors, whilst being friendly, honest and reliable
7. Ability to follow and carry out management instructions, and to form effective working relationships across the organisation.
8. Good IT skills with experience of using Microsoft Outlook and Word.
9. Ability to work flexibly and under pressure to meet the changing demands of the College.
10. Smart appearance and ability to carry out the requirements of the role.
11. First Aid qualification or willingness to undertake training.
12. 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.
13. Ability to lead and problem solve using initiative within bounds of competency, with excellent attention to detail.

Desirable

1. Previous experience in the education sector in a similar role.
2. Current SIA licence.
3. A relevant security qualification
4. Knowledge of H&S and Fire Regulations
5. Previous experience of manual handling, and large institution working (e.g. schools, colleges, hotels etc.)

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 12 November 2025**. 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 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 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: https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0
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) • 10% discount in some University shops • Free entry to Oxford colleges and libraries which charge for admission • Discounted computer software from the University Computing Service • Free access to the University Botanical Gardens • Discounted membership of the Iffley Road gym and swimming pool
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: https://finance.admin.ox.ac.uk/osps General information about university pensions can be found at: https://finance.admin.ox.ac.uk/pensions
Travel	The College offers travel schemes and public transport travel discounts to staff. Full details are available from the College.

Nurseries and childcare	The University offers quality childcare provision services at affordable prices to College staff. For full details about the services offered, please visit https://childcare.admin.ox.ac.uk/home . 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.
Private Medical Insurance	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.
Discounted Guest Rooms	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.