WADHAM COLLEGE
UNIVERSITY OF OXFORD

# JOB DESCRIPTION

## Lodge Receptionist (day shift)

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| **Department** | Lodge |
| **Salary** | Salary: £27,241 - £30,986 per annum (discretionary to £33,662 per annum) depending on qualifications and experience. Grade 4 of the University Salary Scale<br>In addition, Wadham College also pays full-time staff a further £1,730 Oxford Weighting per annum |
| **Hours** | 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. The hours could fall between Monday to Sunday, between 07:00 and 19:00. |
| **Contract type** | Permanent following a satisfactory completion of a 6 month probationary period. |
| **Reporting to** | Lodge Manager |
| **Contact** | Lodge staff, Fellows, students, staff, general public, contractors, agency workers, casual workers, conference guests, visitors |
| **Additional information** | Annual leave entitlement will be 304 hours (38 days) including the College's closed periods of five days at Christmas and 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.<br>A uniform is provided<br>This post requires a satisfactory report from the Disclosure and Barring Service.<br>Parking and accommodation is not available. The College provides a bus pass scheme, designated area for bicycles and operates a cycle to work scheme.<br>Further details on staff benefits can be found on the back page |
| **Start date** | As soon as possible |
| **Standards** | OXFORD LIVING WAGE We are a certified Oxford Living Wage employer<br>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.

Updated: November 2026

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 an Oxford 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 front of house, but in many ways it is the hub of the College and the role of a Lodge Receptionist, whether it is during the day or night, is vital to the efficient running of the College. As a Lodge Receptionist you are expected 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 work day, evening and night shifts. When on duty, meals may be provided when the kitchen is open, but the consumption of alcoholic drink is strictly prohibited whilst on duty and no alcohol is to be consumed within the four hours prior to coming on duty. A 'No-Smoking' policy operates within the College buildings

**Responsibilities and duties**

The Lodge Receptionist role will include, but is not limited to, the following tasks and responsibilities:

**Customer Service/ Front Desk**

1. Provide a warm, friendly and professional welcome to the College, ensuring visitors and College members are acknowledged quickly and helped in a timely fashion;
2. 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.
3. Deal with a wide and varied flow of people at different levels. Tact, diplomacy, discretion and a professional approach are required at all times.

4. 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.
5. Handle telephone calls to the main switchboard, displaying a warm and professional welcome by phone 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.
6. 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.
7. 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.
8. 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.

**Safety & Security**

9. In the absence of the Lodge Manager, be responsible for taking charge in a fire emergency as the Fire Incident Co-ordinator, in accordance with the College's fire safety policy.
10. 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.
11. 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.
12. Be the first responder to College alarms in relation to intruder, fire and water.
13. 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.
14. 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.
15. Monitor and log CCTV in accordance with college procedures.
16. Responsible for providing written incident reports in line with college policy.

**General Operational Duties**

17. Assist the Lodge Manager in supervising casual workers when on duty and providing guidance and training when required.

18. 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.
19. Be IT proficient, particularly in the use of MS Office and be able to use the college booking system and room fob system.
20. Act as an information point and communicate relevant information across the appropriate departments, ensuring accurate and detailed handovers between shifts.
21. Assist tour party visitors within the College and ensuring the College is well presented for this purpose.
22. Monitor the Lodge email account and responding professionally and timely to incoming emails.
23. 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.
24. Ensure the Lodge issue keys/fobs accurately, complying with all procedures.
25. Support the Maintenance team in making initial assessments out-of-hours in resolving maintenance problems, referring as necessary.
26. Put up and take down flags as instructed.
27. Comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.
28. Maintain strict confidentiality at all times.
29. Undertake any job-related training requested by the College
30. Work as part of a busy team and be flexible and willing to help colleagues when required.
31. Undertake any other tasks appropriate for the role.

## PERSON SPECIFICATION AND SELECTION CRITERIA

### Essential

1. A good standard of education (at least GCSE standard, NVQ level 2 or equivalent)
2. Demonstrable experience of working in a role involving aspects of customer service
3. Ability to deliver excellent customer service.
4. Excellent verbal and written communication skills at all levels
5. Good organisation and administration skills
6. Ability to deal effectively and sensitively with potentially difficult situations
7. The ability to work as a member of a team but also on own initiative whilst following management instructions.
8. A qualified First Aider and Fire Marshal or willing to undertake the training to achieve this
9. Ability to establish effective working relationships across the College and with external contacts.
10. To problem solve using initiative within bounds of competency
11. Good IT skills, including an understanding of MS Packages (Word, Outlook, Excel)
12. Ability to maintain college confidentiality at all times
13. An understanding of the importance of data protection and GDPR and ability to follow policies and procedures in relation to this.
14. To maintain development by undertaking training suitable to the post
15. To have a flexible attitude towards scheduling and duties
16. To be friendly, honest and reliable
17. To be presentable and maintain dress and department standards

### Desirable

18. Knowledge of basic H&S and/or Fire Regulations
19. Administrative experience relevant to this role
20. Previous experience of working in large institutions e.g. schools, colleges, hotels etc.
21. Trained in right to search procedures

## APPLICATION PROCESS

Applicants are asked to complete an application form including the contact details of <u>two</u> 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.

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

Please can you complete an equal opportunities survey form which can be found online at: Equality & Diversity Monitoring Form 23-24 (onlinesurveys.ac.uk).If you would prefer a printed copy then please contact the HR Department at vacancies@wadham.ox.ac.uk or on 01865 277900.

The deadline for receipt of applications is 12 noon on **17 November 2026.**. The College reserves the right to take down the vacancy with no notice should sufficient applications be received and/or the posts are filled. 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: GDPR Framework (ox.ac.uk). 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

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| 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.<br><br>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)<br>• 10% discount in some University shops<br>• Free entry to Oxford colleges and libraries which charge for admission<br>• Discounted computer software from the University Computing Service<br>• Free access to the University Botanical Gardens<br>• Discounted membership of the Iffley Road gym and swimming pool |
| Pension | The University offers generous occupational pension schemes for eligible staff members.<br><br>Opportunity to join the Oxford Staff Pension Scheme (OSPS). Details are available online at: https://finance.admin.ox.ac.uk/osps<br><br>Current pension contributions are:<br>• 19% Employer (Wadham):<br>• 4%,6% or 8% Employee:<br><br>General information about university pensions can be found at: https://finance.admin.ox.ac.uk/pensions |
| Staff Entertainment | The College arranges social events including charity raffles, coffee mornings, cake sales, quiz nights, staff Christmas party and children's Christmas party. |
| Travel | The College provides a bus pass scheme, designated area for bicycles and operates a cycle to work scheme. Full details are available from the College. |

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| 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. |
| 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 www.admin.ox.ac.uk/childcare 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. |