LODGE PORTER

Full time, Permanent, £31,470 per annum.

The College

One of the largest Colleges in the University of Oxford, with around 865 students, St Anne's is known for being down-to earth, ambitious, outward facing and collaborative. We aspire to understand the world and change it for the better.

Established in 1879 to enable women from all backgrounds to access an Oxford education, the College is committed to securing our legacy and future by being a diverse and inclusive community that is the home of choice for the brightest and most ambitious from all backgrounds, including those who may think that Oxford is not for people like them.

Our community includes undergraduate and graduate students, academics involved in world leading research and teaching, and staff from a wide range of professional backgrounds. Helen King, our Principal since 2017, is a graduate of St Anne's who took on the role after a thirty-year career in policing.

As a Charity and one of the more modern Colleges, our finances depend upon a diverse range of income streams including a successful vacation conference business and the generosity of our worldwide network of committed alumnae and donors.

At St Anne's we are committed to sustainability and our collective responsibility to preserving the environment. We are working in support of the University of Oxford's target of being carbon net neutral and biodiversity net gain by 2035. We expect all members of College to work towards these goals.

For further information about the College, please visit http://www.st-annes.ox.ac.uk

The Lodge at St Anne's College

St Anne's occupies a four acre site with a wide range of buildings dating from the 19th to the 21st Century, providing a mix of accommodation, offices, teaching rooms, catering and conference facilities.

The Lodge, which is staffed 24 hours a day / 365 days per year is the 'front of house' and needs to be run courteously and efficiently at all times.

The team consists of the Lodge Manager and 6 Lodge Porters. Responsibilities include welcoming, checking in and directing visitors and being the first point of contact for enquiries. The lodge is responsible for organisation and management of first-line fault reporting, security and the control of site access for contractors and visitors

Overview

Job Title	Lodge Porter
Location	Oxford
Reports to	Lodge Manager
Direct reports	None

Key areas of responsibility

Applicants must be confident and well presented, with excellent customer service, communication skills and computer literacy. They should be able to deal effectively with enquiries (by telephone, e-mail and in person) from Fellows, students, visitors and staff.

For this role you are expected to be available for occurrences that take place outside of normal working hours and to ensure the delivery of excellent customer service.

The Lodge Porters are responsible for the following main duties:

- Welcome visitors and assist all students, staff, fellows and visitors to the College with their enquiries.
- Act as the first point of contact for any emergency. Take appropriate action, including administering first aid if necessary (training will be provided), call the University security section for assistance and the Police if necessary.
- Read and understand the Emergency Procedures and Guidelines for the Porters. Ask the Lodge Manager for clarification of any points not understood.
- Monitor and operate all alarm systems on the main College site.
- Monitor the day-to-day control of security within the College through random security patrols and fire checks and supervision of the main entry and exit points, including challenging trespassers and asking them to leave.
- Record any incidents via email and provide timely and accurate reports of any accidents as necessary to the Bursar, the Estates Manager and the Lodge Manager.
- Issuing and receiving keys, ensuring that only authorised persons have access to them and keeping accurate records of issues and receipts.
- Operate the Lodge telephones, transfer calls, answer queries and take and deliver messages.
- Give accurate information to callers at the Lodge, as well as direct visitors. Porters are expected to be courteous and helpful at all times.
- Receive, sort, distribute and deliver mail to the appropriate pigeonholes, including using the College database to obtain information and to forward post.
- Operate the Franking machine and prepare outgoing mail for collection. This includes recorded and registered post and couriers where required.
- Notify recipients of parcels as required and keeping such parcels for collection.
- Carry out specified locking up and gate-opening duties in accordance with the relevant timetable.

- Carry out any other duties, which may arise from the College's holding of events and attending to the needs of conference visitors.
- Use Computer for checking student guests in and out of College rooms.
- Control car parking by Fellows, visitors and staff.
- Sell souvenir items to students/visitors.
- Ensure that all notices on notice boards are current and remove out-of-date notices.
- Receive and record lost property items, storing such items in the secured cupboard in the Lodge.
- At the beginning of each shift, check all Lodge e-mails since the previous shift, to keep up-to-date on incidents in College.
- Keep up to date with the daily, weekly and termly activities within the College, to be in a position to offer advice and assistance.
- Provide the safe custody of any monies, valuables, personal possessions and stores committed to the care of the Lodge.
- Maintain confidentiality at all times.
- Keep the Lodge and areas outside the Lodge in a clean and tidy condition.
- During breaks porters may be required to respond to any incident in College.

Working Arrangements

- Average 40 hours per week (meal and refreshment breaks of 25 minutes are paid 35 minutes are unpaid). This equates to 18 x 12 hour shifts spread over a 5 week rota. (I.e. there are weekend, evening work and night shifts). Shifts patterns and start and finish times may be changed by the College. They are currently arranged by the Lodge Manager as:

    - 06.30 to 18.30 Early Shifts
    - 10.30 to 22.30 Late Shifts
    - 18.30 to 06.30 Night Shifts

- The College have the ability to move allocated shifts for Porters within the day they are rostered for. For example we may need to move someone who was originally planned to work an early shift to a late shift or night shift or vice versa.
- Porters will be required to work in any location by the College, via College Officers or the Lodge Management. This includes but is not exclusive to the main site of St Anne's College, Robert Saunders House, St Anne's Boat House, External buildings owned or rented by St Anne's College and external venues for either training or work purposes or in the interest of St Anne's College Business.
- Porters are to report at least 5 minutes prior to the start of their shift ready to commence their duties.
- The Contract and Job Description will be cross-referenced to the SOPs & Employee handbook.
- Porters will need to successfully complete statutory job related training and tests throughout their employment, including refresher trainings. They will obtain

qualifications, paid for by College, in the following areas during or after the probationary period:
    - First Aid
    - Fire Marshall, Manual handling, Customer service
    - Evacuation chair training
    - Any others as deemed appropriate for their role
- Undertake any duties that may be considered appropriate for the experience and capabilities of a Lodge Porter.

Due to the security, aspects of the role Porters should be physically fit and alert to respond to different situations. Experience of reception duties, switchboard operation and security will be considered an asset. The post requires a person with a firm – but pleasant and tactful – manner, who is able to work under pressure at times and communicate with a wide variety of people of all ages.

Night Porters will, after training, be on duty alone for some shifts with University support on call. You must be confidant and comfortable with lone working.

You will be required to wear a uniform, which the College will supply.

Personal specifications:

Essential

- Excellent interpersonal, communication and time management skills.
- Adaptability, flexibility, and an ability to manage a variable workload.
- The self-confidence and ability to relate to a wide range of people.
- Good standard of personal presentation.
- The ability to deal with confidential and sensitive issues.
- Fully fluent level of written and spoken English.
- Basic computer literacy.

Desirable

- Experience of shift work/night work.
- Experience of working in a university or College environment.
- Experience of working in a customer-facing role.

Applications are particularly welcome from women and black and minority ethnic candidates, who are under-represented in this role.

Terms and Conditions:

Appointment:	This appointment will be subject to satisfactory provision of proof of the right to work in the UK. Appointees who are not British or Irish nationals will need a UK visa or proof of settled or pre-settled status.
Hours of work:	40 hours per week. Shift pattern as described above.
Salary:	£31,470 per annum
Annual Leave:	The equivalent of 38 normal days per year (this is calculated as 27 Lodge Porter shifts), and includes 8 public holidays. All holidays to be agreed with the Manager.
Probation:	Four months
Notice:	One month after the end of your probation period.
Pension:	The College offers membership of the Oxford Staff Pension Scheme (OSPS).
Meals:	Two free meals per shift are provided when the kitchen is open.
Employee Assistance Programme:	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.
Bicycle Scheme:	Assistance to purchase a bicycle through a loan scheme.
Bus pass scheme:	A bus pass can be purchased at a discounted rate
Parking:	You may be eligible to apply for a parking permit for which an annual fee applies.
Childcare:	St Anne's offers quality childcare provision services to College staff and students via our on-site Nursery. Subject to availability.
Family Friendly Policies:	Salary sacrifice scheme for Childcare. Enhanced family friendly policies.
Flu jabs:	Free annual flu jabs are offered to all staff.
Volunteering Policy:	St Anne's offer up to two paid days per year to do charitable volunteering activities.
Working from Home Policy:	We offer flexible working arrangements subject to job role.
Other:	Employment is subject to the policies and procedures outlined in the Staff Handbook.

Application process

If you would like to apply for this position please send us all three of these documents:

- A completed application form (download from our website).
- Your CV
- A covering letter stating why you are interested in, and suitable for, this role.

Applications should be sent to recruitment@st-annes.ox.ac.uk

If you would like to discuss the role, or have any queries please call us on 01865 274866 / 284685

The closing date is 9th November 2026 (noon).

We anticipate holding interviews on Thursday 19th November.

St Anne's College is an equal opportunities employer.

The policy and practice of St Anne's College require that all staff are afforded equal opportunities within employment. Entry into employment with 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. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Applicants are encouraged to complete the equal opportunities monitoring form.

To view our Privacy statement please see here https://www.st-annes.ox.ac.uk/privacy-policy/