



CHRIST CHURCH
UNIVERSITY OF OXFORD

Job Description

TITLE: Night Porter

RESPONSIBLE TO: The Lodge Manager and Deputy Lodge Manager

COLLEGE OFFICER: The Steward

HOURS: As per the Statement of Main Terms. Lodge Staff are expected to work a variety of flexible shifts to meet the demands of the Lodge. This will include week-end and Bank holidays working as required.

Main Duties

Security

- Daily responsibility for security of the main college site and St. Aldate's and adhering to security procedures, and to record and report any incidents;
- To ensure the proper closure and safety procedures are carried out at the end of each day including regular night-time patrolling of the premises.
- Liaison with the Police, Fire Service, Ambulance Service, University Security Services and other relevant authorities regarding specific incidents and general security matters;
- To be fully conversant with the Emergency procedures and the Evacuation Plan and how to implement them when required;
- Always follow College procedures in the event of an emergency, including fire and burglar alarm activation and contacting the appropriate emergency services;
- Take operational command of any emergency on the ground with reference to the appropriate College Officers in the absence of the Lodge Manager or Deputy Lodge Manager;
- Complete the Incident Book as required;
- Investigate, in liaison with the police, any crime within the college to ensure that all crime is efficiently investigated in the absence of the Lodge Manager and Deputy Lodge Manager;
- Follow correct procedures for the issuing and receipt of keys/fobs;
- Assist in the maintenance of an up to date directory of keys/fobs including any security numbers;
- Preparation of guest room envelopes for keys/fobs, general information and guest name badges where appropriate;
- Assist in the maintenance of the Cycle Registration records and culls.
- Assist in the undertaking of regular audit of keys/fobs and ensure there is always sufficient stock/spares;
- To ensure the safe custody of all valuables and goods received by the Lodge, including those left for storage;
- To ensure that contractors, visitors, guests etc. are issued with the appropriate temporary pass system according to College guidelines;

- Follow the correct procedures for all cash handling;
- Follow the correct procedures for all lost property;
- Follow the correct procedures for the use and integrity of the safe;
- Follow the correct procedures for staff shift changeovers

Monitoring fire safety systems

- Carry out and record the weekly tests of fire control panels and break glass call points on both the main site and St. Aldate's with the Lodge Manager;
- In the absence of the Lodge Manager or Deputy Lodge Manager to carry out and record fire evacuation exercises as directed by the Steward;
- In the absence of the Lodge Manager or Deputy Lodge Manager maintain a log of all fire alarm activations and action taken;
- Ensure all fire safety systems are working correctly and report faults to service engineers (fire extinguishers are looked after by the House Surveyor);
- Report any maintenance defects.

Monitoring security systems

- Ensure all security monitoring equipment is working correctly;
- Report and action promptly any fault in the system;
- In the absence of the Lodge Manager or Deputy Lodge Manager liaise with University Security Services and the Police as required to maintain the security of the College;
- Operate the CCTV within the guidelines;
- Ensure the safe custody of all keys/fobs and maintain an accurate and efficient system of recording all keys/fobs issued/received;
- Ensure entrances and corridors remain clear when undertaking security patrols.

Welfare

- Liaison with the student welfare team and follow correct procedures with the support of the college wardens and senior college officers as appropriate;
- Ensure that any information concerning staff or student welfare is relayed to the relevant senior member of staff promptly, accurately and confidentially;
- Follow protocols as set out by the Welfare team and in the Lodge Operations manual;
- Follow the emergency Welfare flowchart when dealing with incidents;
- Deal with welfare matters with empathy, sensitivity and understanding at all times;

Communications

- Provide an efficient service for the receipt and delivery of all incoming and outgoing college mail, parcels, goods deliveries;
- Maintain appropriate records for charging of postage etc.;
- Distribution of post; follow the correct procedures for dealing with recorded and registered mail and any other valuable parcels;
- Assist with re-directing of post to those who have left the college;
- Assist in the updating of lists of addresses, telephone numbers and mobile numbers and ensuring their security;
- Inform the appropriate College Officers of any infringement of college rules in a timely manner.

Liaison with other Departments

The Lodge plays a key role in liaising with all departments within the college and it is imperative that all Lodge staff have professional and collaborative working relations with all other departments and, particularly with the Housekeeping and Conference Office with regard to accommodation.

- **Maintenance:** Report plumbing, electrical and other faults to the Works Department on the appropriate form on behalf of all departments;
- **Reception:** Check guest room, junior member and conference arrivals and departures and report any discrepancies to the Conference office and where necessary to the House Manager;
- **Conference and Accommodation:** Liaise closely with the Conference and Events Manager and the Conference team and the Housekeeping team with regard to room bookings, telephone messages etc.

General

- Provide a professional, helpful, efficient and consistently high standard of reception service to College members and visitors at all times;
- Answer the telephone, radio and email systems promptly and in a professional manner;
- Be proactive in listening to the concerns and needs of college members and providing appropriate security advice;
- Assist in the management of the taxi booking system;
- Assist in the coordination of arrivals and departures for room bookings using the computerized booking system; liaising with the Conference Office on any room changes and problems in a timely manner;
- Taking payment, where appropriate, for guest rooms and other sales and completing the appropriate paperwork, including the issuing of receipts, in accordance with the college procedure;
- Arranging for the temporary storage of luggage;
- Have a comprehensive understanding of all the AV equipment and facilities which are installed in meeting rooms and equipment room kits kept in the lodge and be confident in their use and giving instructions to third parties;
- Liaising with other lodge staff especially when changing shift to ensure comprehensive exchange of information;
- Attend regular staff meetings with the Lodge Manager;
- Undertake training as required.
- To assist junior members, visitors and staff with a disability, as appropriate.

Health & Safety

- Follow all H&S guidelines as set out in the College's H&S Policy and as required by relevant legislation;
- Familiarise yourself with the Risk Assessments for the Lodge;
- Assist in maintaining the Accident Book and providing written reports in a timely manner when required. Following college procedures for reporting of accidents. Inform the Steward of any RIDDOR incidents;
- To liaise with all the emergency services as appropriate in the event of an incident or emergency.
- You will be provided with the College's safeguarding policies and procedures of which you are expected to abide at all times. Failure to comply with these policies will lead to disciplinary action.

Any other duties commensurate with the role.