

Lodge Receptionist



About Jesus College

Founded in 1571 by Elizabeth I, Jesus College is a self-governing educational charity and one of the 39 constituent colleges of the University of Oxford.

The College's Principal is [Professor Sir Nigel Shadbolt FRS FEng FBCS](#) and our community comprises some 110 Fellows, 50 lecturers, 300 graduates, 400 undergraduates and 90 support staff. We have a strong commitment to academic values and success, and are characterised by an informal and friendly atmosphere. The College is located on an attractive historic site in the centre of Oxford, with excellent access to local transport links, as well as the Bodleian Library and other University libraries, the Science Area, and the University's department and faculty buildings.

Around 150 students live on our historic Turl Street site, and we also have two annexe sites in North and East Oxford which provide additional student accommodation.

In 2022 the College opens a new building on its main Oxford site - the Cheng Yu Tung Building. This transformational addition to the College includes new teaching spaces, meeting rooms, a café, a multifaith room, a gym, postgraduate accommodation and the [Cheng Kar Shun Digital Hub](#).

The smooth running of the College is thanks in large part to our highly-skilled, welcoming and friendly support staff. This community of ninety-plus people join us from all over the world, and work across ten [College departments](#). We value the contribution that all our support staff make to the College, and organise regular events through the Staff Social Committee. We are an Equal Opportunities and Living Wage employer.

About the Department

The Lodge Reception is the hub of Jesus College activities, it is the face of the College to the outside world. Our team of Lodge receptionists is responsible for staffing the College's main reception desk and providing advice, assistance and support to students, staff and visitors to the College.

The Lodge welcomes visitors to the College professionally, ensuring they are dealt with appropriately on arrival. They are responsible for checking in/out students and guests and for administrative tasks such as booking the teaching and meeting spaces in the College. They handle compliments and complaints effectively, involving the relevant teams as appropriate. They deal with queries from the public and guests and our own members acting as a valuable source of information on many topics.

About the Post

The Lodge Receptionist will join a friendly team who provide a professional reception service for the College and a welcoming first point of contact for all visitors and members, whilst ensuring that the College remains a safe and secure environment for all of its members. The team also undertake a significant amount of administration responsibilities.

The College seeks to employ an individual with excellent customer service skills, which have been demonstrated in their previous work experience; someone with a 'can do', helpful personality; and a passion for promoting a positive image of the College to all who come through the Lodge.

In return, they will be part of a great team who take pride in their role as the College's reception and will enjoy a set of responsibilities, which are wide ranging, varied and interesting, each day offers something different from the previous.

Key Responsibilities

Please refer to the job description

Hours of Work

The full-time hours average 39 per week spread over a 52 week period, and currently form part of a 4 days on, 4 days off shift pattern. The shifts are 12 hours, plus half hour unpaid break.

Salary

The salary range for the role based on full-time hours is £25,742 - £27,979 per annum.

Essential Knowledge, Skills and Experience

- Good standard of education
- Friendly, welcoming and outgoing personality
- Experience of working in a busy customer facing role, providing a high level of customer service
- Excellent interpersonal and communication skills (oral and written), with a particular emphasis on a high standard of spoken English
- Experience of administration within a busy environment
- Ability to work both flexibly and independently as part of a bigger team
- Good organisational skills, and ability to prioritise and manage multiple tasks
- Well presented with a smart appearance
- Good computer skills and a willingness and ability to learn new computer systems

Benefits

As well as becoming a valued member of our friendly community, and working in beautiful historic surroundings, we also offer the following benefits:

- **Meals** - A free meal is available when on duty and the kitchen is open.
- **Holiday** - A generous annual leave entitlement of 38 days per year (pro rata for part time posts), which includes all Bank and Public holidays.
- **Pension** - Automatic enrolment in the Oxford University Pension Scheme from the start of employment.
- **Employee Assistance Programme** - 24/7 access to a broad spectrum of services, including Health Management, Online and Face-to-Face Counselling, and Debt Management. Practical information and advice can also be accessed on all common topics, such as Consumer, Legal, Finance, Housing, Benefits, Family.
- **Travel Loan** - You may, on the completion of your probation period, be entitled to receive an interest-free loan to enable you to purchase an annual season ticket for travel by bus, with a discount of 5% on the overall cost.
- **Personal Development** - Staff are encouraged to develop both professionally and personally and the College supports employees to develop their skills and improve their performance throughout their time with the College.
- **Family-friendly policies** - The College has a range of family-friendly policies in place, including parental and family leave, and flexible working.
- **Childcare Services** - Open to for University and College Staff and Students, the University owns a number of nurseries and has places at a number of Community nurseries which employees can apply for.
- **Oxford University Discounts** - College staff will receive a University card which provides the following discounts:
 - Free entry to Oxford Colleges and libraries
 - 10% discount in some University shops
 - Free access to the University Botanical Gardens and Harcourt Arboretum.
 - Discounted computer software from the University Computing service
- **Access to Sports Facilities and Punt Hire** - Staff may use the College's sports facilities and sign up for punt hire during the summer period for a small fee. Staff can also sign up for free to the University Club and use the University Sports Centre on Iffley Road at discounted rates.
- **Library** - College staff have access to the Meyricke Library, open 24 hours a day.
- **Eye Test/Glasses Reimbursement** - a free annual eye test and a glasses contribution are offered for staff that are regularly display screen equipment (DSE) users and who have been advised they need glasses for DSE use.
- **Flu Vaccinations** - a yearly flu vaccination scheme where staff not otherwise eligible to receive a free vaccination can obtain one at the cost of the College.

Pre-Employment Screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work and the receipt of satisfactory references.

Probation

The successful candidate will be expected to complete a probationary period of six months.

To apply

To apply for this role please submit the following documents:

- A curriculum vitae. (optional)
- A completed application form
- A completed equal opportunities form.

Please return completed applications to HR@jesus.ox.ac.uk

Closing date

The post will remain open until filled.

Applications will be assessed as they arrive and suitable candidates will be invited to interview. Early application is strongly advised.

Interviews

Interviews will be held in person date to be confirmed.

Data protection.

All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the General Data Protection Regulation 2018. You can find details [here](#).

The College Privacy Policy can be viewed here: [Jesus-College-Policy-on-Privacy-and-Confidentiality-2022.pdf](#)

All applicants are required to confirm that they have read this policy