



Job Description

Job title	Lodge Receptionist
Main purposes of job	To provide a front-of-house administration, safety and security service for Jesus College

Relationships

Responsible to:	Lodge Manager
Liaison with	All Lodge Staff and other College Staff

Responsibilities and duties

Customer Service

- Provide a high level of customer service when dealing with guests entering the College including students, Fellows, conference delegates, visitors and guests and respond to all enquiries in a professional manner.
- Answer all calls to the College telephone line professionally, dealing with all enquiries and forwarding messages
- Provide an effective and efficient reception service for guest accommodation, ensuring all payments including cash sums received are accurately recorded
- Sort incoming and outgoing mail including parcels etc, handling all deliveries received and forwarding accordingly
- Responsible for implementing the appropriate charges for general public entry to the College

Security

- Oversee the security within college premises whilst still allowing general public access including notifying appropriate internal/external agencies i.e. Lodge Manager, police, university security should the need arise.
- Be fully conversant with the College Alarm systems, including Fire, CCTV and security and be in a position to respond to any incident arising.
- Responsible for issuing and receiving keys and maintaining accurate records, including key cutting and changing of batteries on doors when need arises.
- Patrol the College grounds, locking gates/doors and removal of unwanted visitors when the need arises

Health and Safety

- Receiving and vetting all visitors to the College and Issue parking permits and contractors passes in accordance with the Lodge Reference Book to ensure compliance with Health & Safety requirements
- Monitor CCTV in Lodge recording and reporting of all incidents in accordance with the College's CCTV policy.
- Oversee car parking within the College and outlying sites when appropriate

Systems

- Operate the SALTO keyless entry system, issuing and cancelling fobs and maintaining the system security, keeping integrity of system
- Complete necessary database information on the Kinetic electronic system in relation to booking of guest and meetings rooms, recording of equipment required.
- To operate the Microsoft packages efficiently and effectively; which will also include internet and intranet system and tracking systems for fault reporting

Administration

- Act as the main out of hours contact point whilst on duty for all areas of College: calling out when appropriate contractors or submitting maintenance faults.
- Accurately record and report all incidents, including Fire, in accordance with SOP's implementing emergency procedures should the need arise. To familiarise yourself with the Lodge Reference Books and SOP's ensuring these are updated with the Lodge Manager as and when the need arises.
- To ensure all Lodge administrative tasks are completed in a timely and accurate manner
- Ensure appropriate safe protocol is applied so that the safe contents are handled in a secure manner.

Other

- To work with members of the Housekeeping team to ensure the overall presentation of the College is of a high standard.
- Following training, be one of a group of qualified First Aiders who undertake Emergency First Aid at Work as required
- Assuming the role of Fire Marshall when appropriate
- To undertake any appropriate and relevant training and if necessary pass on those skills to other Lodge staff if and when required
- Maintain and keep tidy the notice boards within the lodge area.
- Ensure that merchandise, brochures and guides in the Lodge are in stock, available and neatly displayed.
- Carry out duties as directed by the Lodge Manager ensuring highest standards are delivered
- Any other duties as requested by the Lodge Manager and other senior members of staff.