



WOLFSON
COLLEGE
UNIVERSITY OF OXFORD

LODGE SUPERVISOR FURTHER PARTICULARS OF THE ROLE

Wolfson College is one of the largest and most dynamic graduate colleges at the University of Oxford, bringing together a vibrant international community of over 800 students from 75 countries, more than 200 Fellows, over 100 staff, and around 800 Common Room members.

With a strong egalitarian and democratic ethos, Wolfson is widely recognised as one of Oxford's most energetic, innovative, and welcoming scholarly communities. The College currently accommodates over 400 students and Fellows across approximately 330 units of accommodation and has ambitious plans to expand further, enhancing opportunities for more members to live and thrive on site.

Set within modern buildings surrounded by beautifully landscaped gardens beside the River Cherwell in North Oxford, Wolfson offers an inspiring and tranquil environment in which to live, study, and work.

The Lodge Reception sits at the heart of College life. As the central hub of daily activity and the first point of contact for visitors, it serves as the welcoming face of Wolfson College to the wider world.

JOB DESCRIPTION

Department : Home Bursary
Job Title : Lodge Supervisor

Main purpose of the job:

The Lodge Supervisor plays a key role in ensuring the smooth and professional operation of the College Lodge and its associated services. Working closely with the Lodge Manager, the Lodge Supervisor will help oversee day-to-day operations, supervise Lodge Receptionists, and ensure that students, fellows, visitors, contractors, and staff consistently receive a high standard of service.

The Lodge team contributes significantly to the wellbeing of the College community. The Lodge Supervisor is expected to foster an inclusive, supportive culture in which everyone feels respected, safe, and secure. Creating a positive and approachable environment is essential in helping students feel confident that they can turn to Lodge staff for assistance whenever they need it.

Relationships:

1. Responsible to: Lodge Manager
2. Liaison with: Home Bursar, College Departments, members and visitors

Duties:

Lodge/Reception:

- Assist the Lodge Manager with various administrative duties including regular checks of pigeonholes; timesheets; rotas; key checks; etc.
- Answer and deal with personal, email and telephone enquiries in a courteous manner and redirect calls and messages as required;
- Check and respond to emails sent to the Lodge Reception email box;
- Act as an initial point of contact during out of office hours and College closure;
- Sort and distribute incoming mail and to prepare outgoing mail using the College computerised database to obtain information if necessary;
- Keep the Lodge and surrounding areas neat and tidy;

- Take payments for items sold in the Reception via PDQ machine or University card payment, to total the days' PDQ takings;
- Maintain a calm manner at all times and defuse any confrontational situations that may arise;

Staff Supervision:

- Assist and support the Lodge Manager with staff matters including: identification and implementation of appropriate training, supervision of team members, planning and organising correct staff levels to ensure they meet the needs of the College at all times, keeping sickness absence records and carrying out return to work interviews, and to deputise for the Lodge Manager in their absence;
- Assist the Lodge Manager in induction training and 'on the job' training for all Lodge staff;

Welfare:

- Support the Lodge Manager, College Officers and Lodge staff in the provision of appropriate care throughout the College community and uphold the Lodge position as first point of contact for all occurrences;
- Provide a safe physical space for students who feel under threat to come to for support and reassurance. Lodge staff provide immediate assistance and signpost students to qualified staff;
- Report on all incidents that involve the behavior and welfare of students to the Senior Tutor/Dean of Welfare, Academic Office or Welfare Officers, as appropriate and to actively support these officers in implementing the College's policies and procedures;

Visitors:

- Welcome visitors and conference delegates to the College and deal with requests and enquiries quickly, efficiently and courteously;
- Direct visitors and conference guests to accommodation and meeting rooms as needed;
- Issue and receive security notices, packs and keys to conference delegates in a timely manner.
- Support the Lodge Manager in ensuring all visitor information is appropriate and up to date in the Lodge;
- Put out directional signs for seminars and conferences when required;

Security:

- Support the Lodge Manager in keeping the Home Bursar, Estates Manager and other authorities informed and to call the emergency services including University Security Services as needed;
- Support the Lodge Manager to ensure processes and procedures for security are reinforced and understood by all Lodge staff;
- Monitor the alarms, both fire and intruder and CCTV systems. Act as the initial point of contact and help deal with fire alarm activations, emergencies, breaches of security such as theft or intrusion.
- Lock and unlock the doors and gates to college;
- Patrol the College and report any incidents to the Lodge Manager or Home Bursar;
- Carry out regular checks in the car parks and bicycle areas and identify unauthorised vehicles and bicycles;
- Issue and record keys ensuring that only authorised persons have access to them;
- Escort people to their rooms when locked out;
- Ensure that the College bar is vacated and locked at the agreed times;
- During the night shift respond to and investigate any reports of noise around the College accommodation;

Health and Safety Compliance:

- Assist the Lodge Manager with carrying out risk assessments within the Lodge and Reception area as required;
- Become a First Aider (involving a 4-day course) if not already qualified;
- Record accidents in the Lodge Book and report any accidents to the Home Bursar or Lodge Manager;

General:

- Support the Lodge Manager to keep the minibus running, arranging repairs and driver cover in the Lodge Manager's absence and keeping staff and members informed of any changes;
- Read the report book on a daily basis and ensure that all incidents are recorded in the report book throughout the shift;
- Work unsupervised and/or alone;
- Work flexibly to suit the needs of the College, which will involve early starts, late finishes, night work, weekend and bank holiday working;
- Share with the Lodge Manager the responsibility of being on call for any emergency situation;
- Ensure that all personal, sensitive and confidential information and documentation to which the post holder has access and for which they have responsibility is safeguarded and updated in line with the requirements of the General Data Protection Regulation (GDPR) and the College's Data Protection Policy, and to ensure that such information is not disclosed to any unauthorized person.
- Exercise reasonable care to keep safe all documentary or other material containing confidential information, and return to the College any such material in the post holder's possession at the time of termination of employment with the College, or at any other time upon demand.
- Other duties as may be required by the Lodge Manager and/or Home Bursar.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications Knowledge Skills Work Experience	<ul style="list-style-type: none"> • Good standard of general education • Experience in a similar position (receptionist, lodge porter and/or supervisory role) • Excellent customer service skills • Excellent understanding of health & safety working practices and regulations • Excellent interpersonal skills and communication skills • Excellent organisational skills • Good IT skills, including Microsoft Outlook, Word and Excel with the ability to use databases and various computer programs • Ability to make well informed decisions, work unsupervised and use initiative appropriately • Flexible attitude towards working hours and the ability and willingness to work nights, weekends, evenings and days along with additional hours/change of shifts when needed (e.g., in case of staff shortages and during Lodge Manager's absence) • First aid at work certificate or willingness to train • Fire marshal certificate or willingness to train 	<ul style="list-style-type: none"> • Ability to carry out and update risk assessments • Experience of working within higher education or College environments • Experience of using Access Control, CCTV, Booking systems
Personal Qualities	<ul style="list-style-type: none"> • Ability to develop excellent working relationships in a small team • Reliability, honesty and trustworthiness • Positive can-do attitude to work • Ability to deal with sensitive situations in a tactful and discreet manner • Adaptability and flexibility and an ability to manage a variable workload • Self-confidence and ability to relate to and liaise appropriately with a wide range of people 	

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| <ul style="list-style-type: none"> • Ability to carry out physical tasks involved in the job • Professional demeanor |
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TERMS AND CONDITIONS:

Appointment:	The post is available as soon as possible. It is permanent with a 3 months' probation.
Hours:	The post involves on average 37.5 hours per week on a rota basis, excluding time taken for lunch. The current rota, which may be subject to change, is as follows: Week One – Monday to Thursday 10.30pm to 07.30am. Friday 10.30pm to 08.30am. Week Two - Flexible to work shifts as required generally day shifts but available to work some night shifts and occasional weekend work to cover absences. Cover for other shifts may be required, so there is a need to work flexibly to suit the needs of the College, which could involve early starts, late finishes, night work, weekend and bank holiday working.
Annual Leave Entitlement:	Full time holiday allowance is 31 days pa, plus 8 Bank Holidays. Due to the nature of the role the post holder will be required to work bank holidays, in which case time off in lieu will be given, or in exceptional situations the College may agree to pay for the time worked. As work involves shift work, holiday allowance is calculated in hours for this position and equals 232.5 hours per annum.
Salary and Benefits:	The starting salary is £32,620 per annum for full time hours. This includes a basic salary of £30,890 per annum and the Oxford Weighting of £1,730 per annum. The Oxford Weighting element is not subject to any general increases to base salaries implemented on 1 August each year. Instead, the Oxford Weighting is reviewed regularly through an internal process. Following a review, the Oxford Weighting may be increased, reduced, cancelled, or may remain unchanged. Benefits include: Free lunch within allowance while on duty, free parking (subject to availability), attractive workplace pension scheme.
Notice period:	1 week during probation, 3 months thereafter
Other conditions	The post is subject to obtaining satisfactory references, satisfactory completion of the health questionnaire, a satisfactory right to work check and signing a contract of employment.

Equality of opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favorably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Data Protection

All data supplied by candidates 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 Data Protection Act 1998 and the College Data Protection Policy available on the website at <https://www.wolfson.ox.ac.uk/data-protection-statement/>

APPLICATION:

Applications should be sent by email to recruitment@wolfson.ox.ac.uk and should include:

- an application form completed in full
 - a covering letter, which explains why you are interested in this post, how you meet the person specification and why you are leaving your current job

We will contact your referees at the shortlisting stage unless you make it clear in your application that you do not wish us to do so.

The closing date is on Monday, 6 April 2026. We aim to hold interviews on 16 April 2026.

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