



Lodge Receptionist Job Description

Front Desk Reception and Customer Service

- Provide a friendly and informative reception service to all visitors, students, and conference guests.
- Handle enquiries received in person, by phone, or email, and direct them to the relevant department or individual.

Security and Emergency Response

- Monitor fire and security systems, ensuring the safety and security of College premises.
- Act as the College's first responder to emergency or security incidents, taking appropriate action and liaising with emergency services as required.

Access Control and Administration

- Manage the issue and return of room keys and access cards, maintaining accurate logs and using the SALTO access software for door access management.

Patrolling and Student Support

- Conduct security patrols of the College grounds.
- Assist with maintaining good order and handling incidents involving students or visitors in collaboration with the Junior Deans.

Mail and Parcels Management

- Process incoming and outgoing mail and parcels, ensuring accurate records.

Other Duties

- Support Lodge Manager and Senior Lodge Receptionists with any additional tasks that arise, ensuring a high level of service is maintained at all times.

Experience and Qualifications

Essential

- Good command of the English language, both spoken and written.
- Ability to use a computer for email and basic tasks.
- Strong customer service skills with a focus on providing a positive experience for all visitors.
- Ability to handle emergencies with a calm and professional manner.

Desirable

- Previous experience in a public-facing role.
- Experience working within a College or similar environment.

Full training will be provided, including First Aid and Fire Marshall training.