



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. The post holder must be willing and able to undertake First Aid, Fire Marshal, and any other training indicated as being required for the role.