



Oxford Centre for Islamic Studies

Casual Lodge Receptionists (casual contract) £13.16 per hour

The Centre is recruiting two casual receptionists to join our day or night shifts. Based in the Lodge, the receptionists are the first people encountered by visitors to the Centre and are responsible for providing a welcoming first impression. In addition to this, the team monitors Centre security and ensures that all students, staff and visitors are able to go about their activities safely.

The successful candidates will be well presented and have strong communication skills, with a focus on providing excellent customer service while maintaining the safety and security of the Centre.

The vacancies will close when suitable candidates have been appointed.

Please send your CV and details of two references by email to recruitment@oxcis.ac.uk.

Job Description

Lodge Receptionist (casual contract)

Responsible to: Lodge Manager

Responsible for: Own work

Hours of work: The Lodge is operational 24 hours per day 7 days per week and the shifts are 6:30am-6:30pm and 6.30pm-6.30am.

It is anticipated the minimum hours per week will be 18, with an opportunity to do more when needed.

Salary: £13.16 per hour

Benefits: Annual leave as a percentage of hours worked
Enrolment into OSPS pension scheme
Onsite parking
Uniform will be provided and must be worn while on duty.

Lodge Receptionist

The Lodge Receptionist is the Centre's first point of contact and plays a vital role in creating a professional, welcoming, and secure environment for members, visitors, conference guests, and contractors. Operating within a busy 24/7 reception, the role is responsible for delivering an exceptional customer experience while ensuring the smooth, safe, and efficient day-to-day operation of the Lodge.

The post holder is expected to provide a consistently high standard of customer service, handling a wide range of enquiries with professionalism, discretion, and empathy. They must demonstrate sound judgement, remain calm under pressure, and use initiative to resolve issues effectively, escalating matters where appropriate. The role also requires close collaboration with departments across the Centre to ensure effective communication and operational continuity.

Key Responsibilities

- Deliver a professional, courteous, and efficient reception service, providing a warm welcome to members, visitors, conference guests, and contractors.
- Act as the first point of contact for enquiries in person, by telephone, and via email, providing accurate information, guidance, and signposting while maintaining confidentiality.
- Manage enquiries, complaints, and unexpected situations with tact, diplomacy, and professionalism, resolving issues wherever possible and escalating when necessary.
- Support the safety and security of the Centre by monitoring access, issuing access cards and fobs, conducting security patrols, responding to incidents and emergencies, and completing accurate incident reports.

- Maintain a safe environment by following health and safety, fire, and emergency procedures, acting as a first responder where required and liaising with emergency services.
- Ensure the Lodge remains organised, presentable, and operationally effective, including managing post, parcels, luggage, visitor assistance, and detailed shift handovers.
- Coordinate effectively with internal departments to communicate operational information, support conference and events activity, and assist with out-of-hours maintenance issues where appropriate.
- Maintain high standards of written and verbal communication, ensuring all correspondence and administrative tasks are completed accurately and promptly.
- Undertake additional operational duties as required to support the efficient running of the Lodge and wider Centre.

Essential Requirements

- Proven experience in a customer-facing role, ideally within an Oxford college, higher education institution, or similar environment.
- Excellent interpersonal, written, and verbal communication skills, with the ability to engage confidently with a diverse range of people.
- Strong organisational skills with the ability to prioritise competing demands in a fast-paced environment.
- Proficiency in Microsoft Office and confidence using IT systems.
- Ability to work independently, demonstrate initiative, and make sound decisions while recognising when escalation is required.
- Calm, resilient, and professional under pressure, with excellent problem-solving skills and a proactive approach.
- A flexible, collaborative, and customer-focused attitude, with a commitment to delivering high standards of service.

Desirable Requirements

- SIA badge.
- Experience working within an academic or collegiate environment.
- First Aid qualification and knowledge of fire safety and emergency response procedures.
- Basic maintenance knowledge to support the assessment and reporting of out-of-hours maintenance issues.