

Oxford Centre for Islamic Studies

An institution for the advanced study of Islam and the Muslim world



Porter **£27,538 per annum**

The Centre is recruiting for Porters to join our day or night shifts. Based in the Lodge, the Porters 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 closing date for applications is 18th September 2025.

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

Oxford Centre for Islamic Studies

Job Description

Porter

Responsible to:	Senior Porter
Responsible for:	Own work
Hours of work:	6:30am-6:30pm, working shifts on a 4-on, 4-off pattern, as designated by the Senior Porter. This will include working weekends and on bank holidays. Optional paid overtime is available to cover the needs of the Centre during busy periods.
Salary:	£27,538 per annum
Benefits:	26 days' annual leave Enrolment into OSPS pension scheme Onsite parking Uniform will be provided and must be worn while on duty.

Job Description

Customer Service

- Provide a high level of customer service when dealing with guests entering the Centre including students, Fellows, conference delegates, visitors and guests and respond to all enquiries in a professional manner.
- Answer all calls to the Centre telephone line or when visitors arrive at the Lodge professionally, dealing with all enquiries and forwarding messages accurately.
- Provide an effective and efficient reception service for accommodation, ensuring all keys/key fobs are managed correctly and guests assisted to their accommodation.
- Sort incoming and outgoing mail including parcels etc, franking outgoing mail, handling all deliveries received and forwarding accordingly.
- Provide additional porter support to the Centre when required by moving furniture and equipment, setting up rooms, helping to provide teas & coffees, cloakroom services, guiding people, placing signage, removing waste and rubbish both internally and externally, turning off lights and equipment.

Centre Security

- Oversee the security within Centre premises whilst still allowing general public access including notifying and liaising with appropriate internal/external agencies i.e. Home Bursar, Senior Porter, police, University Security should the need arise.
- Be fully conversant with the Centre Alarm systems, including Fire, CCTV, maintenance alarms and security and be in a position to respond to any incident arising. Act as Fire Marshall when required.
- Monitor CCTV in Lodge recording and reporting of all incidents in accordance with the Centre's CCTV Policy and in accordance with GDPR and other legislation. To utilise the CCTV systems in order to ensure the security of the site perimeter.
- Responsible for issuing and receiving keys, cards and fobs and maintaining accurate records, including changing of batteries on doors when need arises. Operate the keyless entry system, issuing and cancelling fobs and maintaining the system security.
- Patrol the Centre grounds, locking/unlocking gates/doors, managing visitors parking and public access to the Mosque and removal of unwanted visitors if the need arises.

Health and Safety

- Provide First Aid as appropriate to the incident and liaise with other agencies. Provide reports and carry out investigations if required.
- Provide 'Mental First Aid' as required, seeking further assistance as appropriate and carry

out any necessary actions to safeguard vulnerable people within your competence and training.

- Receive and vet all visitors to the College and issuing permits and contractor's passes in accordance with the Lodge SOPs to ensure compliance with Health & Safety requirements. Provide Contractors initial safety induction when no Maintenance staff are available.
- Implement emergency procedures should the need arise, including lock down and evacuation.

Administration

- Act as the main out of hours contact point whilst on duty for all areas of Centre, calling out Maintenance or contractors or submitting maintenance faults.
- Use Microsoft Office packages efficiently and effectively; which will also include using internet and intranet system.
- Ensure all Lodge administrative tasks and reports are completed in a timely and accurate manner.
- Ensure appropriate valuable item protocol is applied so that the safe contents including money and lost property are handled in a secure manner.

Other

- Keep the Lodge area clean and tidy (with the assistance of the Scouts).
- Any other reasonable and relevant duties as requested by the Senior Porter and other senior members of staff.

Person Specification

Essential

- SIA Licence
- High level of spoken English
- Strong customer service skills
- Good IT skills and the ability to learn to use specific IT systems, eg. Salto.
- Reliable and punctual
- Able to work flexible hours to meet the needs of the Centre

Desirable

- First Aid qualification
- Fire Safety qualification.

Background to the Oxford Centre for Islamic Studies

About the Centre

The Oxford Centre for Islamic Studies is incorporated by Royal Charter and is registered as a charity (number 293072). The Patron of the Centre is HM King Charles III. The Centre was founded in 1985 with the aim of encouraging a better understanding of Islam and contemporary Muslim societies through learning and scholarship. To this end, the Centre supports students and post-doctoral researchers, hosts lectures and seminars, and maintains a well-equipped library. The Centre's website, which provides full details of the Centre's work, is at www.oxcis.ac.uk.

The Centre Building

The Centre occupies purpose-built premises in Marston Road, Oxford. This building combines on a single site the academic, social, and residential functions of the Centre, and is a physical symbol of partnership, toleration, and friendship between the Islamic and Western worlds of learning. The Centre's premises, which combine traditional Oxford and Islamic architectural styles, occupy a 3.25 acre site in the Marston Road. The premises provide the Centre with accommodation for up to 66 scholars and Visiting Fellows, a dining hall, a mosque, an auditorium, beautifully landscaped gardens and quadrangles, and teaching and seminar rooms.

Working at the Centre

This is an exciting time for the Oxford Centre for Islamic Studies, and a great time to join our team. We are expanding and this is an excellent opportunity to contribute to a significant new development in Oxford academic life.

Right to Work in the United Kingdom

The Immigration, Asylum and nationality Act 2006 makes it a criminal offence for employers to engage someone who is not entitled to work in the UK. Applicants will therefore be asked to provide proof of their right to work in the UK before employment can commence. Please note that original documents will be required. Where such documents are not in English, a certified translation is necessary. Please do not include these documents with your application. A request for the relevant information will be made at a later stage.

Equality and Diversity

The Centre is committed to the principle and practice of equality of opportunity. The Centre seeks to ensure that all candidates are treated fairly and that selection is based on individual merit and selection criteria relevant