

Oxford Centre for Islamic Studies

Further particulars for the post of

Porter/Security (Days); Fixed Term Contract, up to 6 months

About the Centre

The Oxford Centre for Islamic Studies is incorporated by Royal Charter, it is a Recognised Independent Centre of the University of Oxford and is registered as a charity. The Patron of the Centre is HRH the Prince of Wales. 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 Building

The Oxford Centre for Islamic Studies is located in a purpose-built premises in 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 building provides the Centre with accommodation for up to 66 students 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 currently recruiting new staff to help us with the expansion of the work of the Centre and this is an excellent opportunity to contribute to a significant new development in Oxford academic life.

About the Post

We are recruiting staff to ensure that the support services are carried out to a high standard. The building has been finished to a very high standard, and it is important that the staff we recruit are keen to ensure that the work they contribute meets the high standards in the best possible way at all times.

The Daytime Porter role is based in the Lodge and will provide the 'excellent first impression' of the Centre to students, staff and visitors. This is a key role requiring a smart, confident and resourceful individual willing to be customer focused yet maintaining the safety and security of the Centre.

Roles and Responsibilities

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 portering support to the Centre 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 Estates staff 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 estates 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).

Carry out duties as directed by the Senior Porter ensuring highest standards are delivered.

Any other reasonable and relevant duties as requested by the Senior Porter and other senior members of staff.

Selection Criteria for the post of Porter/Security.

Essential

- SIA Licence – must be able to pass the criteria before employment is confirmed.
- First Aid qualification – or must be able to pass the course within 6 months of appointment.
- Confident, friendly, and helpful manner
- Physically fit, as the role involves lifting and carrying
- Good IT skills and the ability to learn to use specific IT systems.
- Reliable and punctual
- Able to work flexible hours to meet the needs of the Centre

Desirable

- SIA CCTV Licence - or willingness to undertake training.
- Fire safety qualification.

Terms and Conditions

Appointment:	The post is a fixed term contract for a period of up to 6 months.
Hours:	Working on a 4 on, 4 off rotating shift pattern for 12 hr from 06.30 -18.30hrs. Overtime is often available.
Special note:	A meal is provided on duty during weekdays when the Centre's catering service is operating.
Salary:	£22,847.00
Pension:	The Centre offers a contributory pension scheme.
Annual Leave:	The post holder is entitled to 27 days (pro rata) holiday per annum, plus statutory public holidays. All holiday must be authorised in advance by the Bursar.
Uniform:	Uniform will be provided and must be worn while on duty.

Application Process

Applications, which should include a CV and cover letter, should be sent or emailed to Alison Ash, Oxford Centre for Islamic Studies, Marston Road, Oxford, OX3 0EE or Hr.Officer@oxcis.ac.uk. Please ensure that you provide information which demonstrates how your skills and experience match the selection criteria for the post.

Closing date for applications is **30th November 2021**. It is expected that shortlisted candidates will be invited for interview within one week of this date.

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 to the post.