



Lincoln College

UNIVERSITY OF OXFORD

FURTHER PARTICULARS

Job Title:	Receptionist at Turl Street Mitre
Contract Type:	Fixed-term position for three months starting from, 30th June 2025 to 15th September 2025.
Hours:	32 hours per week, working 4 days out of 7 days.
Responsible to:	Front of House Manager and Mitre Manager
Salary:	£14.75 per hour, this includes rolled up holiday pay
Benefits:	<p>Enrolment in the Oxford Staff Pension Scheme (OSPS)</p> <p>Free lunch or dinner is provided in College, when on duty.</p> <p>Other benefits include; access to an Employee Assistance Programme, the College Cycle scheme, and discounts through the Oxford University card.</p>

The College

Lincoln College was founded in 1427 in the University of Oxford and is a self-governing institution in which the ultimate authority for all decisions rests with the Rector and Fellows. Lincoln has 600 students in residence, of whom around half are graduates. The College is also a popular choice for both undergraduates and graduate applicants to the University. Lincoln College is located on an attractive historic site in the centre of Oxford, with excellent access to university libraries and the university's departments and faculty buildings. More information on the College can be found on the website, www.lincoln.ox.ac.uk.

The Mitre

The Turl Street Mitre offers 67 rooms that combine modern comfort with the charm and character of 17th century Oxford: Best Rooms, Heritage Double En-suite, Heritage Single En-suite, Standard Double, Standard Single and Accessible Single. More information can be found on www.turlstreetmitre.co.uk.

The Role

The main duties of the role will include, but will not be restricted to:

- Greet all guests and assist them with check-in and check-out.
- Maintain a positive attitude and friendly demeanour.
- Respond efficiently to all guest questions and requests.
- Answer phone calls promptly and courteously, actioning requests or forward/take messages.
- Keep the Reception and outside area clean and tidy.
- Assist with administrative tasks as needed.
- Liaison with inter-departments in making sure high standard of customer care.
- Follow Lincoln College health and safety procedures, referring to the main Lodge as necessary.
- Maintain a high level of security by ensuring only Mitre residents are on the premises.
- In the absence of Housekeeping Staff, assist guests as required, including the occasional making of beds and cleaning of rooms and bathrooms as necessary.
- Carry out any other reasonable requests by Front of House Manager, Mitre Manager or other senior staff.

This list is not exhaustive and the postholder will be expected to undertake any other duties as reasonably directed by senior members of staff.

The Candidate

The ideal Receptionist will have the following attributes:

Essential Attributes:
Excellent communication skills
Experience of working in a customer service role
Ability to remain polite and calm under pressure
Experience of using Microsoft Office systems
Ability to use initiative to solve problems that may arise
Ability to work without direct supervision

Desirable Attributes:
Experience of working with software booking systems
Experience of working in a similar role

Application Process:

Candidates should submit the following documents by closing date of **Sunday 8th June 2025:**

- A completed Application Form (available on the College website) including the names and contact details of two referees, **one of whom must be your current or most recent employer**. We will assume that we may approach them at any stage unless you tell us otherwise.
- A brief covering letter, explaining your interest in the post and demonstrating how you meet the requirements of the person specification.
- An up-to-date CV

Data Protection:

Personal data is processed in accordance with Lincoln College's Privacy Policy which is available at www.lincoln.ox.ac.uk/Privacy-Policy

Equal Opportunities:

Lincoln College is an Equal Opportunities Employer. Conduct against fellow employees and College members which is offensive or detrimental to them on grounds of age, colour, disability, ethnic origin, marital status, nationality, national origin, parental status, race, religion or belief, gender, or sexual orientation will not be tolerated.

Other Information

The appointment will be conditional on verification of the successful candidate's availability for employment in the UK.

The successful candidate will be required to complete a confidential medical questionnaire which will be forwarded to our Occupational Health Department who will assess their fitness to perform this role.

Any enquiries related to these further particulars should be directed in the first instance to the HR Department: hr@lincoln.ox.ac.uk