



**RADLEY**



Appointment of  
**Lodge Supervisor**

**Closing date: 8 November 2024**

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Radley College, Abingdon, Oxon, OX14 2HR

01235 543000

[www.radley.org.uk/about-radley/employment](http://www.radley.org.uk/about-radley/employment)

## Culture and Background

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Radley College is an independent boarding school of 765 boys situated five miles south of Oxford on a stunningly beautiful rural campus close to Radley village. The school is academically selective and offers a significant number of bursary places to talented boys from a variety of backgrounds. As a full boarding school, Radley is a vibrant and active place to work, with many opportunities for staff to get involved in an enormous range of extra-curricular activities. With most teaching staff housed on the site, one of the outstanding features of Radley is its sense of community and family atmosphere. The ethos of the school is one of warmth, generosity, and kindness. We care about results in all areas of College life – we believe very much in the pursuit of excellence and have high expectations of ourselves and the boys – but care even more about the development of the character of each Radleian: culturally, emotionally and spiritually.

It is an extraordinarily busy and vibrant place: everyone is encouraged to be fully involved in a wide variety of activities outside the working day, with staff encouraged to see the plays and concerts put on by students. Further information about the school may be found on our website.



## Appointment of Lodge Supervisor

### **The Lodge**

The Lodge is the first point of contact for the majority of visitors to the school. It is open 24/7 for most of the year, both in term-time and during the holidays. During the daytime The Lodge is the base for the College's Reception Porters who work on a rolling shift pattern from 7am-7pm, Monday to Sunday and who deal with a wide range of visitors including students, parents, delivery drivers, contractors and the postman! They are there to provide a welcoming and effective gateway to the school. Overnight The Lodge is the base for the school's Security Porters who work on a rolling shift pattern from 7pm-7am, Monday to Sunday. Again, it is important that they give a good first impression of the school even out of standard working hours. They should be professional, diplomatic and authoritative.

We are seeking a highly motivated and experienced Lodge Supervisor to oversee and manage both aspects of The Lodge ensuring continuity of service and security over a 24-hour period. The successful candidate will be responsible for supervising all staff based in The Lodge.

As Lodge Supervisor, you will play a key role in maintaining a secure environment, responding to emergencies, and ensuring compliance with all safety regulations. You will work closely with other departments to maintain the highest levels of safety, security and customer service.

## **Key responsibilities**

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### **Supervision & Leadership**

- Manage, train, and supervise staff, including scheduling and providing performance evaluations.
- Provide guidance and leadership to the team, ensuring that security protocols are followed at all times.
- Conduct regular briefings and debriefings with staff.
- Schedule and manage the shifts of staff to ensure continuous coverage.

### **Security**

- Oversee daily security operations, including patrolling, monitoring surveillance equipment, and controlling building access.
- Develop and enforce security policies, procedures, and standards to maintain a secure environment.
- Ensure proper maintenance and functionality of all security equipment (CCTV, alarms, access control systems, etc.).
- Respond quickly and effectively to security incidents, alarms, and emergencies, ensuring appropriate action is taken.
- Coordinate with law enforcement, fire departments, and other emergency services when needed.
- Lead and participate in emergency drills and evacuation procedures.
- Document all security-related incidents and prepare detailed reports for management review.
- Investigate security breaches, thefts, or other security-related issues and recommend preventive measures.

## Appointment of Lodge Supervisor

- Ensure incident logs and security reports are maintained accurately.
- Conduct regular security risk assessments and inspections to identify vulnerabilities.
- Propose and implement corrective measures to mitigate security risks.
- Ensure compliance with company policies, local laws, and industry standards.
- Work closely with the Health and Safety team to ensure workplace safety regulations are followed.
- Review and update security procedures to reflect changing needs or legal requirements.

## Lodge reception

- Ensure all visitors, clients, and employees are greeted and assisted in a professional and welcoming manner.
- Handle and resolve customer enquiries or complaints effectively, escalating issues when necessary.
- Ensure that phones, emails, and other communication channels are managed efficiently and that messages are directed to the appropriate parties.
- Oversee the maintenance of the Lodge reception area, ensuring it remains clean, organised, and fully stocked with supplies.
- Manage incoming and outgoing mail, packages, and deliveries, ensuring accurate and timely distribution.
- Assist with general office management tasks, including inventory control, ordering supplies, and liaising with vendors.
- Develop and implement processes to improve the efficiency of the Lodge reception desk, including standard operating procedures (SOPs) and customer service protocols.
- Ensure compliance with company policies, safety procedures, and confidentiality requirements.
- Serve as a liaison between the Lodge Reception Porters and other departments, facilitating clear communication and efficient workflow.
- Organise and lead regular team meetings to discuss updates, challenges, and team performance.

## Other Duties

- To use technology as provided by the College.
  - Be able to work on own initiative.
  - Such other duties which may reasonably be required, including record keeping and briefing of other personnel.
  - To attend necessary training as required by the College.
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## Person specification

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- Strong leadership skills with the ability to motivate and manage a team.
- Excellent verbal and written communication skills.
- Strong organisational skills with the ability to multitask and prioritise effectively.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and familiarity with office management systems.
- Exceptional customer service and interpersonal skills.
- Ability to remain calm and professional in high-pressure situations.
- Experience in handling confidential information and maintaining a high level of discretion.
- Must hold a full driving licence or are working towards it. \*Note: Must have held a full driving licence for a minimum of a year to drive a College vehicle
- Previous security experience preferred but not essential.

## Hours of work

Both teams of Reception Porters and Security Porters operate on a shift basis. There will be a requirement to cover some of these shifts during unplanned absence. There will also be some weekend/night work to be agreed with the successful candidate. Core working hours of 35 per week.

## Staff Benefits

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Competitive salary, according to skills and experience.

College sickness scheme.

Pension – contributory group personal pension scheme.

Death in service benefit (if a member of the pension scheme).

Wellbeing: reduced membership of the school's Sports Centre and other sporting facilities, including a nine-hole golf course.

Employee Assistance Programme.

Free parking on site.

Good public transport links to Oxford, Abingdon and Didcot.

A friendly and supportive working environment.

## How to Apply

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Candidates may, if they wish, have an informal chat with Ally Horton the Head of Compliance and Facilities, please email [hr@radley.org.uk](mailto:hr@radley.org.uk) to arrange this.

Applications should be submitted via our online application link that can be found on the website; if for any reason you are unable to do this please contact the HR Department. We encourage early application and reserve the right to appoint at any time.

### SELECTION PROCESS

If shortlisted, you will be invited for interview. Your interview will involve a brief session with our Human Resources department, to undertake a number of identity checks. A list of valid identity documents will be sent to you prior to your interview.

In the event of not being successful, please be assured that all copies of identification will be destroyed.

## Safeguarding

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Safeguarding is at the heart of all we do in the school and the school expects all employees to share its commitment to the safeguarding and welfare of its students. Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004 and Keeping Children Safe in Education and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements.

All employees must attend appropriate training in accordance with the College's and local Safeguarding Board stipulations. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. A disclosure, at the enhanced level, will be requested from the successful applicant but a criminal record will not necessarily be a bar to obtaining this position. You will also be required to produce original evidence of qualifications as well as evidence of the right to work in the UK.