1 Advertisement

St Benet’s Hall, University of Oxford
Hall Administrator
Salary: £20,500 to 23,500

We are looking for a friendly, professional, highly organised and reliable candidate with excellent customer and administrative skills to fill this permanent post in a Hall of the University of Oxford. The successful candidate will act as the Hall’s first point of contact and as such it is essential that the candidate is calm, pleasant and professional, and has a positive ‘can-do’ approach to the workload. As part of the office and administrative duties, this role encompasses looking after the Hall’s B&B and conference guests, liaising with students, staff and conference clients, with the external finance department, and with the B&B booking agency.

2 St Benet’s Hall

St Benet’s Hall is a Permanent Private Hall in the University of Oxford. It is owned by Ampleforth Abbey and governed by the St Benet’s Trust under licence of the University of Oxford. Currently 84 female and male students study for undergraduate and graduate degrees in humanities subjects including Classics, History, Human Sciences, Oriental Studies, Philosophy and PPE (=Philosophy, Politics and Economics) and Theology. The Hall has a clear Benedictine ethos, but staff and students come from a variety of backgrounds. The Hall participates fully in the University’s admission procedures.

St Benet’s Hall comprises two sites in the centre of Oxford: 38 St Giles’ and 11 Norham Gardens. A small monastic community resides at 38 St Giles’. Public life in the Hall revolves around the Refectory (where all eat at a common table), Library, Hall Common Room (Calefactory), and Chapel. The two sites together offer 43 students bedrooms. All first year students live in the Hall, as well as a number of finalists and graduate students.

The Hall is used as a conference venue out of term time and has a small number of rooms available for bed & breakfast throughout the year.

3 The Hall’s Management Team

The post-holder will be a key member of the Hall’s administrative team which comprises the Master, the Senior Tutor, the Bursar, the Development Director, the Hall Administrator, the PA to the Master & Alumni Officer and the Maintenance and Housekeeping Manager. The successful candidate will work closely with all members of the Hall, including Fellows, students and particularly the management and administrative team. The Bursar is the Line Manager of the Administrator.

4 Job Description
Title: Administrator  
Location: Oxford, United Kingdom  
Reports to: The Bursar

The Administrator will be responsible to the Bursar for the efficient day-to-day running of the Hall office, will welcome students, staff and look after B&B and conference guests, and will provide administrative support to the Bursar and the Hall Officers.

Carrying out duties in the most cost-effective and efficient way, demonstrating all due care to safer practice for students, children and for all relevant Health and Safety legislation.

Responsibilities/duties include but are not limited to:

- Acting as the first point of contact to the Hall and providing a meet and greet service to all students, members of staff and visitors to the building.
- Issuing and programming of access key fobs, and activating/deactivating the front door/CCTV.
- Opening the front door to visitors and deliveries and receiving and signing for postal deliveries.
- Providing administrative support to the Bursar and the wider team if required, including ensuring invoices are sent for payment.
- Dealing with telephone calls and emails in a welcoming and professional manner, and using initiative to deal with queries as appropriate.
- Receiving guests and coordinating meetings, including booking rooms, and arranging refreshments, meals and catering with the Chef Manager.
- Responsibility for the Hall’s meal booking system.
- Liaising with the agency that books B&B guests, with the summer conference clients, being the first point of contact for B&B and conference guests and bookings, and conference contracts
- Serving on relevant Hall committees including taking minutes

5 Person Specification

Essential

- Friendly and professional customer-service skills
- Excellent administrative skills, including information handling and time management
- Excellent interpersonal and communication skills (oral and written)
- Excellent IT literacy, including word processing, databases, and spreadsheets
- Ability to work as part of a small dedicated team
- Ability to deal with people at all levels calmly and professionally
- Willingness to contribute positively to the unique character and ethos of St Benet’s Hall

Desirable

- Experience of working in a higher education or similar environment
- Awareness of the special characteristics of an Oxford education
- A willingness to work outside normal hours as and when required (eg Freshers’ reception, summer conference arrivals)

Key Personal Characteristics and Skills
6 Terms

The salary will be in the region of £20,500 to £23,500 depending on qualifications and experience.

This is a permanent post, subject to a six month review. As the post holder is the first point of contact for B&B customers, it is expected that the post holder will work 9am-5pm during term-time, Monday to Friday, as B&B customers are welcomed between 2pm-5pm. Please note that the post holder will be required to undertake occasional evening and weekend work.

7 Benefits

The post-holder will be eligible for a pension scheme and free meals on duty during standard Hall opening times.

8 How to Apply

Applications should be sent electronically to bursar@stb.ox.ac.uk by 4 pm on Thursday, 10 May 2018. Applications should include:

- A full curriculum vitae giving details of relevant achievements in recent jobs, as well as your educational and professional qualifications
- Full contact details for at least two employer referees. One must be your current employer (or most recent if you are not currently in employment).
- A covering letter which explains how you fulfil the criteria for this job and why you would like to pursue this post

9 Selection Process

Interviews will be held on Wednesday, 23 May 2018 at St Benet’s Hall.

St Benet’s Hall is an Equal Opportunities Employer.

Any enquiries should be addressed to the Bursar, Steve Rumford at bursar@stb.ox.ac.uk