Regent's Park College

University of Oxford

Receptionist and Administrator (part-time)

Job title:	Receptionist and Administrator
Department:	Operations Team
Contract type:	Permanent
Salary:	£16,486 per annum (FTE £27,477)
Hours:	3 days (21 hours) per week, 9am to 5pm M, T, W
Responsible to:	Operations Manager

Regent's Park College

The University of Oxford comprises 39 Colleges and 4 Permanent Private Halls collectively associated with the academic departments and central offices. Regent's Park College is the largest of the Permanent Private Halls with in the region of 270 mostly full-time students undertaking undergraduate and postgraduate degrees in the humanities and social sciences, candidates in training for Baptist ministry and a cohort of visiting students. The College offers accommodation to students on its at its main site, as well as in some off-site premises.

The College occupies an historic site in Oxford on the corner of St. Giles and Pusey Street, an advantageously central location between the Ashmolean Museum and the University's Radcliffe Observatory Quarter. Approximately 70 staff provide the academic, administrative, and library resources for the College. The governance of the College is conducted by the Governing Body, the members of which are the College's charity trustees.

Regent's Park College is committed to academic excellence and has a reputation as a friendly and supportive community. We aim to foster a collaborative and respectful environment which promotes equality, diversity and inclusion and strives to appoint committed and compassionate colleagues to help ensure every student achieves their best.

For more information about the College visit www.rpc.ox.ac.uk.

About the Role

We are looking for a friendly and welcoming receptionist and administrator to join our front of house team. This part-time role will be a job share with another member of staff, and we are looking for somebody able to work 3 days per week between Monday and Wednesday.

As well as providing a welcoming presence at the College's reception, greeting visitors, assisting students and handling enquiries, the Receptionist provides administrative support to assist with accommodation, conferences and operations.

Main duties:

1. Providing a warm, friendly and professional reception service at our main reception desk, greeting and assisting students College members and visitors to the College.
2. Receiving and processing all enquiries in person, by email and by telephone effectively and efficiently.

3. Receiving and sorting all incoming mail and parcels, distributing to pigeon holes where possible; franking and posting outgoing mail, and liaising with the University Mail and Messenger Service.
4. Taking payments for College invoices and student meals top-ups.
5. Issuing and recording keys, and processing University cards for door entry.
6. Maintaining accurate lists of room occupancy both during term and vacation.
7. Managing resource bookings, including meeting and teaching rooms, student room booking requests, catering bookings, and equipment loans.
8. Creating IT access codes for guests, showing conference guests to their rooms and preparing the College's welcome booklet.
9. Liaising with guests and the Catering and Domestic team.
10. Responding to, and filtering through, conference and accommodation enquiries.
11. Maintaining appropriate stocks of stationery and sundry items, and reporting any issues with printer-copiers to the appropriate contractor.
12. Maintaining notice board displays, and the occasional preparation of signs and posters.
13. General administrative assistance, including filing, copying, and support to the Director of Operations and Operations Manager.
14. Use of the College's Meal system to upload member card numbers.
15. Undertake any job-related training requested by the College.
16. Work as part of a busy team and be flexible and willing to help colleagues when required.
17. Undertake such other tasks appropriate to the role as from time to time might be required.

Person specification:

Essential

- Excellent time-keeping and reliability
- Excellent personal presentation
- Fluency in written and spoken English
- Excellent communication skills
- Good organisation and administration skills
- Eligibility to work in the UK
- IT skills, especially Microsoft Outlook, Word and Excel
- The ability to keep calm under pressure or in an emergency
- The ability to exercise discretion, tact and confidentiality when carrying out duties
- The ability to work effectively as part of a team, using initiative when appropriate
- A qualified First Aider or Fire Marshal or willing to undertake the training to achieve this

Desirable

- Experience of working in a similar role, especially working with students
- Experience in delivering excellent customer service and responding to students' needs
- Knowledge of basic H&S and/or Fire Regulations

Hours of work

Working hours during term time would be 9am – 5pm with one hour for lunch. There may be flexibility, particularly for hours outside of Oxford University term time.

Terms and Conditions

- The full-time equivalent salary for this post is £27,477 per annum based on a 35-hour working week. The pro-rata salary for 3 days is £16,486. Salaries are reviewed each year.

- The postholder will be automatically enrolled in the Oxford Staff Pension Scheme with generous College contributions.
- A free lunch is provided when on duty and the kitchen is open.
- The College provides a health cash plan for employees, including eye, dental, physio, counselling and advice services.
- As a University Card holder, there are benefits available to you, including discounted bus passes, free entry to many Oxford colleges and the Botanical Gardens, and discounts in some local shops.
- Full time holiday entitlement is 25 days per year plus Bank Holidays, pro-rata for part-time. Days are reserved to cover the period between Christmas and New Year when the college is closed. Holiday is not normally taken during term time; the May Bank Holidays are normally worked and days taken in lieu during the vacations.
- There is a probation period of 3 months after which the notice period will be six weeks.

Application Procedure

1. Applications should submit a letter of application addressed to the Operations Manager outlining the reasons for their interest in the role, and why they consider themselves to be a suitable candidate considering the duties and essential/desirable criteria outlined.
2. Applications should include with their letter of application a current CV along with the names of two referees, one of which should be the applicant's current or most recent line manager. References will only be taken up after a successful interview.
3. Applications should be sent to human.resources@regents.ox.ac.uk or Human Resources, Regent's Park College, Pusey Street, Oxford, OX1 2LB by the closing deadline of **Thursday 19 November 2026 (noon).**
4. Upon receipt of an application, all applicants will be sent an Equal Opportunities Monitoring Form. This form is used for monitoring purposes only and will not be seen by any member of the selection committee.
5. Interviews will to take place in College on the morning of **Wednesday 25 November.**
6. The College would like the successful candidate to start as soon as possible.

Equal Opportunities

Regent's Park College offers equal opportunities within employment. Entry into and progression within employment will be determined only by personal merit and the application of criteria related to the duties the post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. For monitoring purposes we ask all applicants to complete an equal opportunities monitoring form. The information supplied play no part in the selection process and will not be seen by any members of the selection panel.

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Right to Work

Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Do not include these documents with your application. You will be sent a request for the relevant information at the appropriate point in the selection process.

Valid NI number

The College is required by HM Revenue and Customs (HMRC) to have a valid national insurance (NI) number for payroll purposes and we request that a valid national insurance number is provided before commencing employment. If applicants are not currently in possession of a valid national insurance number, they should apply without delay to HMRC. For further information please see the HRMC website at https://www.gov.uk/apply-national-insurance-number.

Data Protection

All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the General Data Protection Act 2018. In accordance with the GDPR regulations 2018 please see the relevant privacy notice on our website Staff Applicants Privacy Notice.