



Deputy Guest Services Manager

Onsite, Global Leadership Centre, Oxford

Grade 6: £35,681 - £41,636 per annum including the Oxford University weighting of £1,730 per annum. These figures are based on 37.5 hours, and it will be pro rata up to 40 hours a week.

Permanent, full time (40 hours per week)

Saïd Business School, University of Oxford



The role

The Deputy Guest Services Manager plays a key operational role in delivering an exceptional and consistent guest experience at the University of Oxford's new Global Leadership Centre (GLC). Reporting to the Guest Services Manager, the postholder will take responsibility for leading the day-to-day delivery of the School's 24/7/365 front-of-house service

This is a visible, hands-on leadership role that combines shift supervision, team coordination, and service delivery. The Deputy will implement and uphold Standard Operating Procedures (SOPs), lead team briefings and handovers, and serve as the senior on-duty contact in the Guest Services Manager's absence. The role is instrumental in shaping a proactive, guest-focused culture, ensuring operational readiness, compliance, and service excellence.

Responsibilities

Guest Services Operations

- Lead and coordinate daily front-of-house operations across all shifts, maintaining consistent, high service standards.
- Act as Duty Manager on a rota basis, assuming responsibility for the building's operational presentation and guest satisfaction.
- Manage guest arrivals, departures, VIP visits, and in-stay requests to ensure seamless service experiences.
- Uphold and support the implementation of SOPs and service protocols, ensuring compliance and regular review.
- Serve as first point of escalation for guest concerns or operational issues, ensuring timely and diplomatic resolution.

Team Supervision and Support

- Provide direct supervision and in-the-moment coaching for the Guest Services team across the 24/7 operation.
- Support rota planning, shift cover, and short-term resourcing in coordination with the Guest Services Manager.
- Lead daily briefings, shift handovers, and team updates to ensure service continuity and effective communication.
- Contribute to recruitment, induction, and training, including onboarding for new team members and policy updates.
- Identify and support team development needs, participating in staff reviews and mentoring.

Service Excellence and Continuous Improvement

- Monitor guest feedback, incident logs, and service KPIs to identify trends and opportunities for improvement.
- Work with the Guest Services Manager to implement enhancements to service delivery, concierge information, and guest engagement.
- Champion a culture of proactive service, operational accountability, and continuous improvement.

Collaboration and Stakeholder Coordination

- Liaise with Catering, Facilities, IT/AV, Academic Delivery, and Events colleagues to ensure coordinated service support.
- Represent Guest Services in cross-functional meetings, readiness planning, and operational debriefs.
- Manage relationships with external suppliers (e.g., chauffeurs, couriers) to ensure high-quality ancillary services.

Safety, Compliance, and Administration

- Support compliance with University health and safety standards, access protocols, and emergency procedures.
- Maintain accurate operational records including incident reports, shift summaries, and handover notes.
- Act as Fire Warden or First Aider when on duty and lead emergency response actions as required

Selection criteria

Essential selection criteria

Leadership & Team Coordination

- Proven experience supervising or managing front-of-house or guest services teams, ideally in a 24/7 or multi-shift environment.
- Ability to lead by example, motivate diverse teams, and promote high performance across day and night shifts.

Service Excellence Orientation

- Strong guest-centric mindset with a track record of delivering consistently high service standards.
- Skilled in managing guest expectations, handling complaints, and resolving issues calmly and diplomatically.

Operational Capability

- Organised and proactive, with strong attention to detail and the ability to prioritise under pressure.
- Comfortable managing rotas, shift handovers, incident reporting, and compliance-related administration.

Communication & Interpersonal Skills

- Confident communicator with excellent interpersonal skills and professional presence.
- Able to represent Guest Services in internal meetings and build positive relationships with stakeholders and

external partners.

Technical & System Proficiency

- Competent in using Microsoft Office and guest services platforms (e.g., Opera, KX, Salesforce, or equivalents).
- Able to maintain accurate digital records and utilise systems for example rota management and incident tracking.

Health & Safety and Compliance Awareness

- Understanding of health and safety principles in a public-facing environment, including emergency procedures and access protocols.

Desirable selection criteria

- Experience working in a university, executive education, or premium hospitality context.
- Exposure to mobilisation or pre-opening activities in new buildings or services.
- Formal training or qualifications in customer service, hospitality management, or team leadership or equivalent degree.
- Experience supporting staff development, training delivery, or performance reviews.
- Local area knowledge to support concierge offerings and guest recommendations.

Working Conditions

- Rotational shift pattern, including weekends, early mornings, and late evenings.
- On-site presence required; duty management responsibilities will include on-call periods.
- Occasional attendance at wider School or University events may be required.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at [Pre-employment Checks](https://www.jobs.ox.ac.uk/pre-employment-checks) (<https://www.jobs.ox.ac.uk/pre-employment-checks>).



About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit [Organisation | University of Oxford \(www.ox.ac.uk/about/organisation\)](https://www.ox.ac.uk/about/organisation).

Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business school, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom and open programmes and accredited diplomas

for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business school community, embedded in a world-class University, tackling world-scale problems.

Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at [Sustainability | Saïd Business School \(https://www.sbs.ox.ac.uk/about-us/school/sustainability\)](https://www.sbs.ox.ac.uk/about-us/school/sustainability).

Diversity and Inclusion

Oxford Saïd is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.

Oxford Saïd holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.



Our Values

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

Transformational

We challenge constructively, provoke thought, and influence and inspire others to develop.

Respectful

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

Entrepreneurial

We embrace and encourage change and innovation. We are creative, flexible and brave.

Collaborative

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

Purposeful

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

Excellence

We are professional, focused and aligned, and have a responsibility to do the very best we can.

Wellbeing

Saïd Business School acknowledges the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best to rectify them and making our line manager aware of aspects that they could support us with.

Further information about Saïd Business School is available at [Saïd Business School \(www.sbs.oxford.edu\)](http://www.sbs.oxford.edu).

Social Sciences

Oxford Saïd is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses. For more information please visit [Social Sciences Division \(https://www.socsci.ox.ac.uk\)](https://www.socsci.ox.ac.uk).



Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at [Job applicant privacy policy](https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy) (<https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>).

The University's Policy on Data Protection is available at [Data protection policy](https://compliance.admin.ox.ac.uk/data-protection-policy) (<https://compliance.admin.ox.ac.uk/data-protection-policy>).

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at [The EJRA](https://hr.admin.ox.ac.uk/the-ejra) (<https://hr.admin.ox.ac.uk/the-ejra>).

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures. Please see [The EJRA](https://hr.admin.ox.ac.uk/the-ejra) (<https://hr.admin.ox.ac.uk/the-ejra>).

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

The University of Oxford is committed to equal opportunity and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those underrepresented within higher education. No applicant or member of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Employment with the University and progression within employment will be determined according to personal merit and the application of criteria related to the duties and conditions of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.



Oxford Saïd Exclusive Benefits

Wellbeing initiatives

Oxford Saïd runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

Employee Assistance provider

Health Assured is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

University of Oxford Benefits

Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a



Salary and salary sacrifice schemes

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic. Additionally, there are salary sacrifice schemes for bicycles and electric cars. See [Staff benefits \(https://hr.admin.ox.ac.uk/staff-benefits\)](https://hr.admin.ox.ac.uk/staff-benefits).

Pension

member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%- 8% and Employer contribution 10% 14%.

University discounts

All University staff can purchase a TOTUM discount card for £14.99 for 12 months (£24.99 for 2 years, £34.99 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers. There are a wide range of other discounts from external companies available using a university card.

University Club

Membership of the University Club is free for all University staff. The University Club offers social, sporting and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room and swimming pool. See [The University Club \(www.club.ox.ac.uk\)](http://www.club.ox.ac.uk) and [Oxford University Sport \(https://www.sport.ox.ac.uk\)](https://www.sport.ox.ac.uk).

Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.



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All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

Saïd Business School, University of Oxford