



Guest Services Manager

Onsite, Global Leadership Centre, Oxford

Grade 7: £39,424 - £47,779 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 Guest Services Manager is a strategic and operational leadership role responsible for developing and delivering a world-class guest experience at the University of Oxford's new Global Leadership Centre (GLC). Located in the historic and reimagined Osney Power Station, the GLC serves as a high-profile hub for senior executives, international scholars and global thought leaders.

This post-holder will lead the 24/7/365 Guest Services function, shaping the guest journey, ensuring consistent service excellence and supporting Saïd Business School's mission. Operating with autonomy, the Guest Services Manager will also manage key vendor relationships, drive service innovation and lead a high-performing team delivering premium concierge services.

This position is expected to work five days out of seven and shift times will be based on business and department needs. Shifts will usually be straight shifts between the hours of 07:00 and 22:00.

Working conditions

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

Responsibilities

Strategic leadership of guest services

- Define and lead the vision for guest experience at the GLC, ensuring alignment with the School's values and the University's strategic priorities.
- Serve as the senior lead for all front-of-house operations, shaping the guest journey from arrival to departure.

- Champion service culture across the team and wider delivery partners.
- Act as the senior escalation point for guest matters, ensuring swift and professional resolution.

Operational management

- Oversee day-to-day running of all Guest Services operations across a 24/7 shift model.
- Develop and maintain Standard Operating Procedures (SOPs), ensuring compliance, consistency and operational readiness.
- Monitor service delivery through KPIs, guest feedback and service audits—implementing improvements as required.
- Ensure all guest-facing areas are presented to the highest standard, coordinating with Facilities and Housekeeping as needed.

People leadership and development

- Lead, coach and inspire a team of 11 Guest Services professionals, supporting a strong culture of accountability, motivation and pride.
- Recruit and onboard new team members, ensuring a smooth induction and role clarity.
- Manage rotas, resourcing and absence planning to deliver seamless 24/7 coverage.
- Conduct regular performance reviews, development planning and team briefings.

Service innovation and experience enhancement

- Lead on guest engagement initiatives, digital enhancements and concierge-style offerings to elevate the GLC experience.
- Maintain a current understanding of executive guest expectations and sector trends, identifying opportunities to innovate.



- Foster a continuous improvement culture, encouraging team ownership of quality and service suggestions.

Financial and resource management

- Manage the Guest Services budget, including staffing, training and consumables.
- Track financial performance and implement cost-efficiency measures where appropriate.
- Oversee procurement of guest service supplies and maintain supplier relationships (e.g. taxis, couriers, laundry).

Partnership working and stakeholder engagement

- Collaborate closely with colleagues in Facilities, AV/IT, Catering, Learning Support, Security and Events to ensure coordinated operations.
- Represent the Guest Services function in operational readiness meetings, planning groups and service debriefs.
- Coordinate with Estates and Central Services teams to align on service delivery planning and building maintenance.

Compliance, risk and health and safety

- Ensure full compliance with legal health and safety requirements, including emergency procedures and data protection.
- Assist with staff, contractor and visitor health and safety inductions.
- Maintain up-to-date incident logs, shift reports and critical handovers.
- Ensure all team members are trained in safety, safeguarding and governance policies.
- Act as Incident Controller or Fire Warden as required during onsite incidents.

Selection criteria

Essential selection criteria

Leadership and team management

- Extensive experience in managing a high-performing front-of-house or guest services team within a 24/7 hospitality, executive education or luxury environment.
- Strong leadership and people management skills, with a track record of coaching, developing and retaining talent.
- Proven experience in rota planning, resource management and budget oversight.

Service excellence and operational delivery

- Demonstrated success in delivering premium service standards and leading service improvement initiatives.
- Experience in implementing SOPs, operational planning and service coordination.
- Calm, decisive and solutions-focused under pressure.
- Supplier and contract management

Systems and technical skills

- Familiarity with hospitality/CRM platforms (e.g., Opera, Amadeus, KX, Salesforce).
- Competent in using Microsoft Office and operational reporting tools.

Communication and stakeholder engagement

- Excellent communication and stakeholder engagement skills, with a confident, professional demeanour.

Organisation and compliance

- Strong organisation and time-management skills, able to balance multiple priorities in a fast-paced setting.



- Good knowledge of health and safety requirements in hospitality or public-facing roles.

Desirable selection criteria

- Experience in luxury hospitality, executive education, private clubs or high-end venues.
- Exposure to mobilisation or pre-opening activities in new buildings or services.
- Professional qualifications in Hospitality, Business, Leadership or Service Management or equivalent degree.
- Proven impact on guest satisfaction or service innovation initiatives.
- Budget and financial planning experience within operational services.
- Multilingual or experience in multicultural guest-facing environments.
- Local area knowledge to support concierge offerings and guest recommendations.

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](https://www.ox.ac.uk/about/organisation) (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](http://www.sbs.oxford.edu) (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.

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

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

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](http://www.club.ox.ac.uk) (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