



Job Description

Job title:	College Porter
Department:	Porter's Lodge
Purpose of role:	To undertake tasks and responsibilities required of the Porters Lodge including Health & Safety, Security, Fire Management, Student Welfare and 'Front of House' reception duties including Mail Processing.
Line manager:	Head Porter
Line manages:	N/A
Financial responsibility:	The role handles small amounts of cash
Salary Band:	Band 7
Hours:	<ul style="list-style-type: none">• Average of 36 hours per week. Normally three 12.5 hour shifts per week (inclusive of a 30-minute unpaid rest break) to ensure 24hr cover 365 days a year.• Day shift 0700hrs – 1930hrs, Night shift 1900hrs – 0730hrs, Saturday additional day shift 0930hrs-2200hrs
Working environment:	Porters' Lodge and College premises, outside accommodation and College grounds.
DBS check required?	Yes – Basic

Main duties and responsibilities:

- **Reception duties**
 - To welcome students, fellows, staff and visitors at the Porters' Lodge delivering a high-class service 'Front of House' service.
 - Handling small sales or bill settlements.
 - Signing in / out keys for student and college meeting rooms.
 - Welcoming visitors to the Murray Edwards Art Collection.
- **Security**

Ensure the security of the College premises and adjacent properties, including:

 - Handling keys/cards and security codes.
 - Respond to break-ins, fire alarms, lost property, disturbances, intruders, unpermitted car parking.
 - Operation of Chubb door access system.
 - Monitoring of CCTV equipment.
 - Patrolling of college premises.
- **Student Support**
 - To hold and where necessary disseminate information concerning students, staff, Fellows, keys, university cards and directions.
 - To administer medical assistance, reporting with sensitivity and confidentiality to the appropriate college officers.



- **Mail**
 - Receiving incoming mail each day and distributing it using recognised systems.
 - Franking outgoing mail.

- **Cash sales**
 - Assisting in sales of merchandise authorised through the college.

- **First Aid and Welfare**
 - To administer First Aid when required.
 - To 'Signpost' students and staff to the appropriate support person/s or service.

- **Fire Officer duties**
 - To assist the Fire Officer in fire practices as required.
 - To assist/take charge of people management, evacuation procedures and liaison with the Fire Service or other Emergency Service during a fire alarm activation or any other emergency

- **Administration**
 - To maintain the Lodge environment in a clean and tidy state.
 - To keep records, logs and noticeboards up to date always.

- **Additional Tasks**
 - To undertake additional specific tasks as assigned such as car parking.
 - To undertake any other reasonable duty as required from time to time.

Person Specification

	Essential	Desirable
Qualifications required for post	<ul style="list-style-type: none"> • Good basic standard of education 	<ul style="list-style-type: none"> • Additional / further professional training
Level of skills, knowledge, experience required	<ul style="list-style-type: none"> • Proven ability to work well on a professional level with a range of people • Ability to handle multiple requests in a timely manner in a busy environment • Ability to prioritise work effectively • Good numeracy skills 	<ul style="list-style-type: none"> • Previous experience in a customer-facing role. • Previous experience in a security role.
IT skills required	<ul style="list-style-type: none"> • Effective professional use of e-mail • Basic use of Microsoft Word, Excel and other packages 	<ul style="list-style-type: none"> • Microsoft Teams and Office 365 • Conversant with Fire Alarm systems available
Health and safety qualifications required	<ul style="list-style-type: none"> • Conversant with Health and Safety requirements in the workplace 	<ul style="list-style-type: none"> • Qualified First Aider (where not, training is provided) • Fire Safety
Language skills required	<ul style="list-style-type: none"> • Fluent spoken English • Ability to read and write English to a good level 	



Personal attributes	<ul style="list-style-type: none">• Punctual, organised and disciplined approach to work• Demonstrates high standard of professionalism• Demonstrates integrity and alignment with College values• Personally well-presented and smart at all times• Calm, quick-thinking, able to handle challenges / emergencies under pressure• Good teamwork and collaboration skills• Excellent customer service skills• Empathetic, inclusive and courteous when dealing with people• Good personal judgement• Comfortable working alone and at night	
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