



Murray Edwards College

University of Cambridge

Job Description

Job title:	Senior Porter
Department:	Porters' Lodge
Location:	Murray Edwards College, Huntingdon Road, Cambridge
Purpose of role:	To undertake tasks and responsibilities required of the Porters' Lodge, including health and safety, security, fire management, student welfare, and front of house reception duties.
Line manager:	Head Porter
Line manages:	No direct reports, supervisory responsibility and accountability for the College Porters
Salary Band:	Band 6
Hours:	Full time, 36 hours per week
DBS check required?	Yes - enhanced

Overview of the role

Supervising the day-to-day activities of the Porters' Lodge and to manage the Porters' Lodge in the absence of the Head Porter and Deputy Head Porter.

Main duties and responsibilities:

Staff management:

- Supervise and assist with the shift rotas
- Supervise and assist with annual leave records
- Lead, motivate and support staff effectively
- Act with autonomy in decision making when required
- Proactively suggest/improve systems, functions and processes of the Porters' Lodge
- Provide training and support to ensure that all staff are adequately skilled in the operation of access control systems and CCTV

Reception duties

- Supervise the conduction of the team to ensure high standards of professionalism and customer service are maintained at all times.
- Carry out own reception duties in a highly professional, courteous and helpful manner
- Provide and update vital information to the team

Teamwork

- Promote strong and supportive collaborations between the Porters' Lodge and other College departments
- Ensure questions and requests for information e.g., relating to accommodation, housekeeping, catering, conferences and maintenance emergencies are addressed fully and efficiently.

On Call

- The Senior Porter will alternate with the Head Porter and Deputy Head Porter to provide 24/7 call out on occasion and may be called upon any time if there is an emergency or staff shortage/absence.

Person Specification

	Essential	Desirable
Qualifications:	Good basic standard of education	<ul style="list-style-type: none"> • Management qualification or working towards.
Skills, knowledge and experience:	<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 • A high degree of professionalism and disciplined approach to work, with the ability to exercise personal judgement effectively • Demonstrable experience of staff leadership, management and motivation • Excellent communication and interpersonal skills • Experience of planning for service delivery 	<ul style="list-style-type: none"> • Previous experience of a Porter's role, preferably at a level involving supervisory responsibility
IT skills:	<ul style="list-style-type: none"> • Effective professional use of e-mail • Basic use of the Microsoft suite 	<ul style="list-style-type: none"> • Microsoft Team and Office 365 • Conversant with Fire Alarm Systems
Personal attributes:	<ul style="list-style-type: none"> • Punctual, organised and disciplined approach to work • High standard of professionalism • Integrity and alignment with College values • Calm, quick thinking, able to handle challenges/emergencies under pressure • Good teamwork and collaboration skills 	

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| | <ul style="list-style-type: none">• Excellent customer service skills• Empathetic, inclusive and courteous when dealing with people visiting the Porters' Lodge. | |
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