Murray Edwards College
University of Cambridge

# Job Description

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| **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:** | Average of 36 hours per week. Normally three 12 hour shifts per week (inclusive of a 30-minute unpaid rest break) to ensure 24 hour cover 365 days a year.<br>Day shift 0700hrs – 1900hrs, Night shift 1900hrs – 0700hrs |
| **Working environment:** | Porters' Lodge and College premises, outside accommodation and College grounds. |
| **DBS check required?** | Yes |

**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
  - Assist Fire Officer with regular testing, maintenance and other associated tasks

- **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 |
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| **Qualifications required for post** | • Good basic standard of education | • Additional / further professional training |
| **Level of skills, knowledge, experience required** | • Proven ability to work well on a professional level with a range of people<br>• Ability to handle multiple requests in a timely manner in a busy environment<br>• Ability to prioritise work effectively<br>• Good numeracy skills | • Previous experience in a customer-facing role.<br>• Previous experience in a security role. |
| **IT skills required** | • Effective professional use of e-mail<br>• Basic use of Microsoft Word, Excel and other packages | • Microsoft Teams and Office 365<br>• Conversant with Fire Alarm systems available |
| **Health and safety qualifications required** | • Conversant with Health and Safety requirements in the workplace | • Qualified First Aider (where not, training is provided)<br>• Fire Safety |
| **Language skills required** | • Fluent spoken English<br>• Ability to read and write English to a good level | |
| **Personal attributes** | • Punctual, organised and disciplined approach to work<br>• Demonstrates high standard of professionalism<br>• Demonstrates integrity and alignment with College values | |

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| | • Personally well-presented and smart at all times<br>• Calm, quick-thinking, able to handle challenges / emergencies under pressure<br>• Good teamwork and collaboration skills<br>• Excellent customer service skills<br>• Empathetic, inclusive and courteous when dealing with people<br>• Good personal judgement<br>• Comfortable working alone and at night | |