Job Description

<table>
<thead>
<tr>
<th>Job title:</th>
<th>College Porter</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Porter’s Lodge</td>
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<tr>
<td>Purpose of role:</td>
<td>To undertake tasks and responsibilities required of the Porters Lodge including Health &amp; Safety, Security, Fire Management, Student Welfare and ‘Front of House’ reception duties including Mail Processing.</td>
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<tr>
<td>Line manager:</td>
<td>Head Porter</td>
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<tr>
<td>Line manages:</td>
<td>N/A</td>
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<tr>
<td>Financial responsibility:</td>
<td>The role handles small amounts of cash</td>
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<tr>
<td>Salary Band:</td>
<td>Band 7</td>
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<tr>
<td>Hours:</td>
<td>• Flexible Shifts (4 x 9hrs) included as part of seven week shift pattern</td>
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<tr>
<td>Working environment:</td>
<td>Porters’ Lodge and College premises, outside accommodation and College grounds.</td>
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<td>DBS check required?:</td>
<td>Yes – Basic</td>
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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
  o Assisting in sales of merchandise authorised through the college.

• First Aid and Welfare
  o To administer First Aid when required.
  o To ‘Signpost’ students and staff to the appropriate support person/s or service.

• Fire Officer duties
  o To assist the Fire Officer in fire practices as required.
  o 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
  o To maintain the Lodge environment in a clean and tidy state.
  o To keep records, logs and noticeboards up to date always.

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

Person Specification

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<tr>
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<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Qualifications required for post</td>
<td>• Good basic standard of education</td>
<td>• Additional / further professional training</td>
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</table>
| Level of skills, knowledge, experience required | • 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 | • 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 | • Previous experience in a customer-facing role.
• Previous experience in a security role. |
| IT skills required | • Effective professional use of e-mail
• Basic use of Microsoft Word, Excel and other packages | • Microsoft Teams and Office 365
• 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)
• Fire Safety |
| Language skills required | • Fluent spoken English
• Ability to read and write English to a good level | |
| Personal attributes | • Punctual, organised and disciplined approach to work
• Demonstrates high standard of professionalism | |
<table>
<thead>
<tr>
<th>Murray Edwards College</th>
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<tbody>
<tr>
<td>University of Cambridge</td>
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- 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