

Job Description

Job title:	College Porter
Department:	Porter's Lodge
Purpose of role:	The Porter's role undertakes a variety of tasks required for the Lodge, including Security, Fire Safety, Health & Safety, mail processing, student welfare, conferencing and general reception duties, including assisting with all major College events.
Line manager:	Head Porter
Line manages:	N/A
Financial responsibility:	The role handles small amounts of cash
Salary and Salary Band:	£20,025 (Band 7) increasing to £22,033pa on satisfactory completion of two years' service and training
Hours:	37.5 per week worked on a shift pattern
Working environment:	Porters' Lodge and College premises, outside accommodation and College grounds.

Main duties and responsibilities:

1. **Reception duties.** All visitors and students report to the Porters' Lodge. It is the focal point for visitors who will check in and out at the Porters' Lodge and settle their bills using cash or credit card. Students and Staff arriving for room keys and signing in or out. Porters are expected to react appropriately and always with courtesy and patience.
2. **Teamwork.** The Porters' Lodge is a central hub of information and activity. Questions relating to accommodation, housekeeping, catering, conferences and maintenance emergencies will often be put to the Porter. Therefore it is essential that good teamwork exists between the Lodge and other departments within the College when passing on the correct information. The College is a busy place and Porters should be able to work effectively under periods of pressure.
3. **Security.** The duty Porter has responsibility for security of the College premises and adjacent properties. Keys and security codes are under the control of the Lodge. Break-ins, fire alarms, lost property, disturbances, intruders and car parking all require a primary response from the Porters. The Lodge operates the Chubb door Access System and the monitoring of CCTV equipment. The Lodge process replacement cards with the University Card Office.
4. **Mail.** Incoming mail is received by the Lodge and distributed to pigeonholes daily, it is also responsible for franking mail for all departments.
5. **Cash sales.** Stamps and memorabilia are sold by the Lodge.
6. **First Aid.** The post holder will deal with any First Aid including if necessary using the defibrillator, epi-pen and provide assistance as required.
7. **Fire Safety.** The post holder will assist the Fire Officer in fire practices as required. If a fire alarm activates the post holder will be expected to follow evacuation procedures and liaison with the Fire Authorities.
8. **The Lodge.** The Lodge must be maintained in a clean and tidy state. Records, logs and notice boards must be kept up to date.
9. **Additional Tasks.** A Porter could be assigned other task, e.g. Control of parking on College premises; purchasing of sundry items etc, cycle registration.
10. **Other duties:** The post holder will undertake any other reasonable duties as required by the College from time to time.



Shifts details

The average hours are 37.5 per week and will involve working shifts as outlined below. Some College events take place during evenings and weekends and on some bank holidays. Lone working is involved (night duties and out of hours shifts).

The general Porters' Lodge shift pattern provides 24/7 365 days a year cover for the Porters' Lodge and is repeated every 5 days:

- Early shift (07:00 – 15:30)
- Night shift (22.45 – 07.15)
- Late shift (15.30 – 23.30)

Followed by three rest days

The jobholder may be expected to work paid duties when required. Any other extra hours worked may be taken as time in lieu during quieter periods.

Porters are required to deal with emergency situations for other departments outside of normal hours. The College is only shut for a short period over Christmas each year.

Personal Qualities and Skills

11. The role requires the ability to work well with others and deal successfully with a busy environment. There are periods of intense activity and others of relative quiet. High standards are essential and there is an important need to be sympathetic to the needs and welfare of students. The jobholder must be able to interface effectively with students and Fellows.
12. The jobholder will need to demonstrate excellent customer service skills, professionalism and possess a disciplined approach to work. On occasions, personal judgement will need to be exercised. They will be required to work alone at times and alone over night shifts, therefore a calm but quick thinking and acting personality is required.
13. If not a qualified First Aider the jobholder will be required to attend a First Aid Course.
14. Good computer skills and attention to detail are required. Good numeracy skills are required.
15. It is important to be personally well presented and smart at all times. A uniform is provided following completion of the probationary period.

Terms and Conditions

1. There will be a probationary period of 6 months. The salary increases to the higher rate after two years' satisfactory service at which point the porter is considered to be fully trained and familiar with all aspects of the job within the college.
2. Benefits include an Aviva Group Auto-Enrolment Pension Scheme, 25 days holiday per year plus bank holidays (pro rata in the first year and for part-time appointments). Meals are provided when the College kitchens are open but are not provided on night shifts. On-site parking & subsidised gym membership. You may qualify for an annual bonus after your probation period. Lunch is provided when the kitchens are open.
3. The successful jobholder will be required to obtain a DRB (formerly CRB) check, this will be obtained via the HR department.



Person Specification

	Essential	Desirable
Qualifications required for the post:	Good basic standard of education including GCSE passes in English and Maths.	Additional or further professional training.
Level of skills, knowledge, experience required:	<p>The ability to work with a wide variety of People is essential.</p> <p>The ability to handle multiple requests in a busy environment is essential.</p> <p>The ability to prioritize is essential.</p> <p>Must be able to work alone and as a member of a team.</p>	<p>Previous experience in a customer-facing role would be advantageous.</p> <p>Previous experience in a security role would be advantageous.</p>
IT skills required:	Basic use of Microsoft Word is essential. Email is used regularly.	Excel
Health and safety qualifications required:	Must be - or train to be - a qualified First Aider. Fire safety training will be provided but previous experience/training would be useful.	First Aider Fire Safety
Language skills required:	All staff must be able to speak English to a good level. English is spoken by all staff when on-site. The ability to read and write English to a reasonable level is required.	
Personal attributes	<p>Must be personally well-presented, friendly and personable and be punctual. They should be able to put the customer first at all times.</p> <p>Must be calm and able to handle problems and the occasional emergency.</p> <p>Must be able to work alone and at night.</p> <p>High integrity and alignment with College values including respect and collaboration.</p>	