



# Murray Edwards College

University of Cambridge

## Job Description

<b>Job title:</b>	College Porter (Flexible)
<b>Department:</b>	Porter's Lodge (reporting to Bursar)
<b>Purpose of role:</b>	To provide flexible cover for the Porters' Lodge for staff absences due to annual leave, for major events and busy periods and departmental sick leave.
<b>Line manager:</b>	Head Porter
<b>Line manages:</b>	None
<b>Financial responsibility:</b>	Will handle small amounts of cash
<b>Salary and Salary Band:</b>	£19,657pa Band 7
<b>Hours:</b>	An average of 37.5 per week worked on a shift pattern as required. Please see below for full details.
<b>Working environment:</b>	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 in cash or using a credit card. Students 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 to ensure that correct answers are given. 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 and provide assistance as required.
7. **Fire Officer.** The post holder will assist the Fire Officer in fire practices as required. During a fire alarm activation, the post holder will be expected to assist or take charge of people management, 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.** Each Porter will be assigned responsibility for a particular task, e.g. Control of parking on College premises; purchasing of sundry items etc.
10. **Other duties:** The post holder will undertake any other reasonable duties as required by the College from time to time.

### **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 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.
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 are HR department.

### **Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications required for the post:</b>	Good basic standard of education including GCSE passes in English and Maths.	Additional or further professional training.
<b>Level of skills, knowledge, experience required:</b>	<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>

<b>IT skills required:</b>	Basic use of Microsoft Word is essential. Email is used regularly.	Excel
<b>Health and safety qualifications required:</b>	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
<b>Language skills required:</b>	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.	
<b>Personal attributes</b>	<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>	

### 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.

The shift pattern provides 24 hr cover for the Porters' Lodge and is repeated every 5 days.

The current shift pattern followed by normally rostered porters is as follows:

1. Early shift (07:00 – 15:30)
2. Night shift (22.45 – 07.15)
3. Late shift (15.30 – 23.30)
4. Then three rest days

The shift pattern is then repeated.

Lone working is involved (night duties and someday shifts). When not covering for a Porter the flexi Porter will have a default shift of 10-18.30 or 12.30-21.00.

Shift patterns may vary and the applicant will be requested to operate flexibly which may follow the pattern above but is likely to include more day time shifts when more than one line porter is required in the Lodge.

The jobholder may be expected to work overtime when required. Overtime is not payable; any 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. Please note that events often occur during evenings and weekends and on bank holidays. The College is only shut for a short period over Christmas each year.