



Job Description

Job title:	Casual College Porter
Department:	Porter's Lodge
Outline:	Providing ad hoc support to the team of Porters
Reporting to:	Head Porter
Reporting to post holder:	N/A
Hours:	A variety of 8.5 hour shifts (days, late shifts and nights) Also to cover major College events
Salary and Salary Band:	£10.27 per hour (including Holiday pay)

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.

Personal Qualities and Skills

8. 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. Must be able to interface effectively with students and Fellows.
9. 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.
10. If not a qualified First Aider the jobholder will be required to attend a First Aid Course.
11. Good computer skills and attention to detail are required. Good numeracy skills are required.
12. Personally well-presented and smart at all times. A uniform is provided following completion of the probationary period.
13. The successful jobholder will be required to obtain a DRB check via HR

Person Specification

	Essential	Desirable
Skills, knowledge, experience	<p>Ability to demonstrate professionalism and possess a disciplined approach to work</p> <p>Ability to exercise good judgment</p> <p>Basic computer skills are required</p>	Qualified First Aider
Personal attributes	<p>Ability to work well with others and deal successfully with a busy environment, as well as to handle the change from periods of intense activity to relative quiet</p> <p>High standards essential</p> <p>Ability to react with sensitivity to needs and welfare of students and Fellows</p> <p>Must be able to interface effectively with students</p> <p>Well-presented and smart at all times</p>	