



Job Description

| | |
|--------------------------------------|---|
| Job title: | Deputy Head Porter |
| Department: | Porters' Lodge |
| Location: | Murray Edwards College premises. Murray Edwards College premises. In addition, any other premises as reasonably required by the College |
| Purpose of the role: | <p>The Lodge is the central point of communication and needs to be professional at all times. Security of the College is vital to the effective functioning of its operations and supportive to the welfare of students.</p> <ul style="list-style-type: none">• To supervise and oversee the day to day running of the Porters Lodge and support the team.• To assist with security of the college,• To manage the Porter's Lodge in the absence of the Head Porter.• To be present at major functions. |
| Reporting to: | Head porter |
| Reporting to the post holder: | Lodge Porters Supervisory responsibility, shared with Head Porter, for full-time, part-time and casually employed Porters |
| Hours: | 37.5 per week |
| Salary and Salary Band: | £23,000 - £24,500p.a. (depending on level of skill) (Band 6 of the College's pay and grading system) |

Overview of functions of the post:

The Deputy Head Porter has team leader responsibility for the Porters' Lodge, which operates 24 hours a day 360 days a year (this includes the Xmas period). At busy times such as arrivals day, graduations and in the absence of the Head Porter can run the Lodge and also assists in delivery of the services at the Lodge. The functions of the Lodge include in particular the security of the college. It also supports the welfare of the student

The Deputy Head Porter's role is significant within the college and for the porters at Murray Edwards College who hold a high reputation with fellows (the academic staff), students and staff for the quality of their service. The Deputy Head Porter alongside the Head Porter represents the face of the college to many groups that interact with the college and the team he or she leads is often the first point of face-to-face contact with the college. The Porters' Lodge is critical for day to day communications within the college and outside and is a focal point for information and controlling and co-ordinating both scheduled and unexpected events.



Detailed description of the duties and responsibilities:

Staff Management:-

- Assist the Head Porter with the Lodge's shift rotas
- Organise Porters' team annual leave records
- Motivate and support the Porters' Lodge staff in carrying out their Lodge duties effectively
- Provide support to the Head Porter in ensuring that all Porters, including the Head Porter and Deputy Head Porter, are qualified in First Aid and are adequately skilled in the operation of access control systems and CCTV.

Reception duties:-

The role is a focal point for students and visitors who need to know something. Porters are expected to react appropriately, and always with courtesy and patience.

- Support the Head Porter in supervising the conduct of the Porters' team to ensure that high standards of professionalism and customer service are maintained at all times.
- Carry out own Reception duties in a highly professional, courteous and helpful manner
- Provide and update vital information so Porters give correct information.

Teamwork:-

The Porters' Lodge is a central hub of information and activity.

- Promote good and willing collaboration between the Lodge and other College departments
- Ensure questions and requests for information e.g. relating to accommodation, housekeeping, catering, conferences and maintenance emergencies are addressed fully and efficiently.
- Ability to work effectively under pressure.
- Support the team especially for Annual leave and sick leave.
- Excellent Team Building skills, working to provide a stable environment.

Security and discipline:

The Deputy Head Porter will assist with 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. In addition, the Deputy Head Porter assists in compiling documents to for Porters in the operation of the College and Chubb system.

As necessary, he or she will attend student functions, such as Formal Halls and Society dinners, to ensure appropriate behaviour. Porters are required to undergo training in different areas of their job role so training records are correct. Training is also required to obtain a SIA Door Supervisors Licence. It is sometimes necessary for the porters to deal with awkward or unwelcome visitors.

First Aid:-

All Porters are required to undertake and keep up to date First Aid Training.

Fire Duties:-

Proactively cooperate and support the Head Porter and Fire Officer in fire procedures within the College.



Maintenance:-

Corresponding with maintenance any repairs using RMS and out of hours call out.

Post:-

Incoming mail is received by the Lodge and distributed to pigeonholes daily. Producing 'best practice' guidelines for the Porters and producing and storing letters of commendation to Porters. Undertake staff training on operation of franking machine.

Cash sales:-

Various items such as meal tickets, stamps, laundry tokens, telephone cards and memorabilia are sold by the Lodge.

Special Occasions:-

The Deputy Head Porter is required to be on duty in conjunction with the Head Porter at the time of Formal Halls, Guest Nights and College functions, and will participate in the preparations of graduations.

On Call:

The Deputy Head Porter will alternate with the Head Porter 24/7 call out and may be called upon at any time if there is an emergency or staff absence.

The Lodge:-

The Lodge must be maintained in a clean and tidy state. Records, logs and notice boards must be kept up to date.

The post-holder will undertake any other reasonable duties as required by the College from time to time.

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. A College has many features in common with a hotel and high standards are essential. Nevertheless neither Fellows nor students are typical hotel guests and there is an important need to be sympathetic to their needs and welfare.

Person Specification

| | Essential | Desirable |
|--------------------------------------|--|--|
| Qualifications | | |
| Skills, knowledge, experience | <p>Ability to work well with others and handle a busy environment calmly.</p> <p>Physical fitness</p> <p>Experience of dealing successfully with unwanted visitors or other difficult situations involving staff or guests.</p> <p>Ability to develop good working relationships with all the users of the college facilities which include not only the</p> | <p>Previous experience of a Porter's role, preferably at a level involving supervisory responsibility.</p> |



Murray Edwards College

University of Cambridge

| | | |
|----------------------------|---|--|
| | <p>resident academic community of fellows, students and staff but also other colleges and parts of the university, the commercial users of the college (predominately during the vacations).</p> <p>A high degree of professionalism and strong code of ethics</p> <p>A disciplined approach to work, with the ability, on occasions, to exercise personal judgement effectively.</p> <p>Demonstrable experience of staff leadership, management and motivation.</p> <p>Effective team-working and building relationships.</p> <p>Excellent communication and interpersonal skills, including courtesy, respect, warmth and appropriate humour.</p> <p>Experience of planning for service delivery.</p> | |
| Personal attributes | <p>It is important to be personally well presented and smart at all times. A good sense of humour, people management skills and a flexible attitude to work commitments.</p> | |

Salary and Conditions

The salary will be dependent on experience. The position is a permanent post subject to a six month probationary period in the normal way.

The basic hours are 37.5 per week. The jobholder may be expected to work overtime when required (overtime is not paid, but time owed may be taken during quieter periods).

Benefits include a pension scheme, 25 days holiday plus bank holidays, pro rata in the first year and for part-time appointments. On-site parking and subsidised gym membership. Lunch is provided when the kitchens are open.