



Murray Edwards College

University of Cambridge

Job Description

Job title:	Head porter
Department:	Porters' Lodge
Purpose of the role:	To manage the Porter's Lodge which a primary point of contact for members of and visitors to the college, a central point of communication, responsible for security of the college, vital to the effective functioning of the college's operations and supportive to the welfare of students
Reporting to:	Bursar
Reporting to the post holder:	Deputy Head Porter. Supervisory responsibility for full-time, part-time and casually employed porters
Hours:	37.5 per week
Salary and Salary Band:	Salary to be fixed within a range of £26,500-29,500, dependent on experience. Band 5 of the College's pay and grading system.

Overview of functions of the post:

The head porter has managerial responsibility for the Porters' Lodge, which operates 24 hours a day 365 days a year. At busy times such as arrivals day, graduations and in the absence of other team members the head porter 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 students.

The head porter's role is a significant within a college and the porters at Murray Edwards College enjoy a high reputation with fellows (the academic staff), students and staff for the quality of their service. The head porter presents 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. The Head Porter organises shift rotas, annual leave records and motivates and manages the Porters Lodge staff which consists normally of a deputy head porter, 6 full-time porters and various casuals as required. The Head Porter will also ensure that all Porters, including him/herself, 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.

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 Porters. 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 often a busy place and the Head Porter should be able to work effectively under pressure.

Security and discipline. The Head 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. In addition, the Head Porter has responsibility for compiling documents to assist Porters in the operation of the College CCTV system. As necessary, he or she will attend student functions, such as Formal Halls and Society dinners, to ensure appropriate behaviour. It is sometimes necessary for the porters to deal with awkward or unwelcome visitors.

First Aid. All Porters are required to undertake First Aid Training.

Fire Duties: Proactively cooperate and support the Fire Officer in establishing best practice fire procedures within the College.

Prevent duty. Porters are required to undergo training in the college's "Prevent" duty under anti-terrorism legislation applying to higher education institutions.

Administration. 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. Liaise with the issuer of University of Cambridge access cards.

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

Budget: To prepare the annual budget for presentation to the Bursar. The Head Porter has responsibility for a budget of approximately £200k p.a., most of which consists of salaries.

Special Occasions: The Head Porter is required to be on duty at the time of Formal Halls, Guest Nights and College functions, and will participate in the graduation procession and ceremony.

On Call: The post holder may be called upon at any time if there is an emergency.

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.

Person Specification

Person Specification	Essential	Desirable
<p>Qualifications</p>		<p>First Aid qualifications Health & Safety training, in particular fire safety Security qualifications Customer service qualifications</p>
<p>Skills, knowledge, experience</p>	<p>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.</p> <p>The post-holder must be physically fit, and have proven skills in dealing with unwanted visitors or other difficult situations.</p> <p>There is a need to develop good working relationships with all the users of the college facilities which include not only the 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) and the educational and cultural Kaetsu Centre, owned by the Kaetsu Educational Foundation of Japan, which forms part of the Murray Edwards College site and in respect of which there is a Joint Venture.</p> <p>The post-holder will need to demonstrate professionalism and possess a disciplined approach to work. On occasions personal judgement will need to be exercised.</p> <p>Demonstrable experience of staff management, team working, building relationships and leadership is required.</p>	<p>Experience of working in a Porter's Lodge or front desk role</p>

	<p>Excellent communication and interpersonal skills.</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.</p> <p>Awareness and sensitivity to different cultures and languages.</p> <p>Personal resilience, in terms of stamina and ability to handle occasional challenging situations with calmness and diplomacy</p> <p>Composure and good judgement under pressure or in an emergency</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.