



# Murray Edwards College

University of Cambridge

## Job Description

<b>Job title:</b>	Head Porter
<b>Department:</b>	Porters' Lodge
<b>Purpose of the role:</b>	To manage an effective Porters' Lodge, delivering an effective, first-class, professional front of house service for members of and visitors to the College, ensuring the College is safe, secure and supports the College's operations including the welfare of students
<b>Reporting to:</b>	Deputy Bursar
<b>Reporting to the post holder:</b>	Deputy Head Porter. Management responsibility for full-time, part-time and casually employed Porters
<b>Hours:</b>	37.5 per week
<b>Salary and Salary Band:</b>	Salary to be fixed within a range of £xx,xxx - £xx,xxx, dependent on experience. Band x of the College's pay and grading system.
<b>DBS check required?</b>	Yes <input type="checkbox"/> x No <input type="checkbox"/> IF YES, Basic <input type="checkbox"/> Standard <input type="checkbox"/> x Enhanced <input type="checkbox"/>

## Introduction

Murray Edwards College is a unique, welcoming and diverse College for women. The Porters' Lodge is the public face of the College and is one of the primary interfaces within the College community. It plays a defining and in some ways ambassadorial role for the good reputation and running of the College. It operates 24 hours a day, 365 days a year. It is there to protect the safety and security of our College community and grounds. It provides an important liaison role and hub for day to day communications and special events within and outside the College and supports the welfare of the students, Fellows and staff. It responds to and deals with emergencies and the unexpected.

The Head Porter's role manages the effective and efficient running of the lodge and its staff. As such, the Head Porter's role is one of the most significant roles within our College and has a considerable impact on how positively the College is seen and how effectively it is run.

*The three key outcomes for the holder of this post are a safe and secure College, a welcoming and well-run Porters' Lodge and effective staff leadership and management. Our College aims to be the most inclusive College in Cambridge in terms of gender diversity, ethnic diversity and social inclusivity. The successful candidate will be a passionate believer in diversity and inclusion, with a total commitment to safety and security.*

## Duties and responsibilities:

### Safety and security

The Head Porter has responsibility for managing the security of the College premises and adjacent properties. The Lodge holds all keys and security codes and deals with break-ins, fire alarms, lost property, disturbances, and intruders. The Head Porter ensures the smooth and effective operation of the College CCTV system. The Head Porter also ensures arrangements are in place for ensuring and monitoring appropriate student behaviours at student functions, such as Formal Halls and Society dinners. The ability to deal professionally and appropriately with occasional awkward or unwelcome visitors is essential.

The Head Porter ensures the Lodge is able to support the Fire Officer in establishing and carrying out any necessary fire procedures within the College

### **Front of House/Reception**

The Head Porter ensures that the lodge is a welcoming and professional place for people coming to the College. The lodge provides the general switchboard of the College and handles incoming queries relating to accommodation, housekeeping, catering, conferences and maintenance emergencies. Given the Lodge is a focal point for all students, Fellows, staff and visitors it plays a core role in how professionally and efficiently the College is run. This is a key outcome for the Head Porter's role.

### **Administration**

The Head Porter ensures proper administrative systems are in place and appropriate training is given. Incoming mail is received by the Lodge and distributed to pigeonholes daily. The Franking machine is also operated by the lodge. Access cards are administered by the lodge. The Head Porter should ensure that appropriate records are kept up to date by the team. Various items such as meal tickets, stamps, laundry tokens, telephone cards and memorabilia are sold by the Lodge.

### **Finance**

The Head Porter prepares and proposes the annual budget for consideration by the Bursar and Finance Committee. The Head Porter has responsibility for a budget of approximately £300k p.a. The Head Porter should ensure that any financial controls related to the lodge are properly implemented.

### **Staff Management**

The Head Porter leads, manages and supports the Porters' Lodge staff. The staff currently consists of a Deputy Head Porter, 6 full-time porters and casual Porters as required. Fostering effective teamwork is essential given the wide range of interactions the Lodge has within and outside the College. The Head Porter ensures that Porters are trained in College equality, diversity and inclusion (EDI) policies and implement sound EDI practices.

### **Other duties**

The Head Porter liaises with the Head of Tutorial Office and the Head of Well-being on matters of student welfare. The College places a premium on sustainable and environmentally friendly working practices and the Head Porter ensures the lodge works sustainably where possible. The Head Porter performs ceremonial duties within College and as part of the College's role within the University. Emergency call-outs may be required. Porters undergo training in the College's

“Prevent” duty under anti-terrorism legislation applying to higher education institutions. All Porters are required to undertake First Aid Training.

The Head Porter undertakes any other duties as reasonably required by the College from time to time.

### Person Specification

Person Specification	Essential	Desirable
<b>Qualifications</b>		First Aid qualifications Health & Safety training, in particular fire safety Security qualifications Customer service qualifications
<b>Skills, knowledge, experience</b>	Experience of managing safety and security of premises in a significant role  Experience of implementing and maintaining professional and high standards in key areas of the role  Experience of continuous improvement in service delivery  Highly developed planning and organisational skills  Ability to write, correspond and communicate clearly with the College community (Senior Tutor, Dean, students, etc.)  Able to develop and maintain good working relationships with all users of the College facilities - including other Colleges and parts of the university, the commercial users of the college (predominantly during the vacations)  Substantive staff management experience, managing a variety of people in an often busy environment.  Ability to deal professionally with unwanted visitors or other difficult situations, exercising good personal judgement as necessary.	Experience of working in a Porters’ Lodge or hotel or similar

	Excellent interpersonal skills.	
<b>Personal attributes</b>	<p>Driven, self-motivated, substantive manager</p> <p>Well-presented and smart at all times Calm, diplomatic and resilient. Composed and good judgement under pressure or in an emergency</p> <p>Awareness and sensitivity to different cultures and languages.</p>	

### **Salary and Conditions**

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

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.