

JOB DESCRIPTION

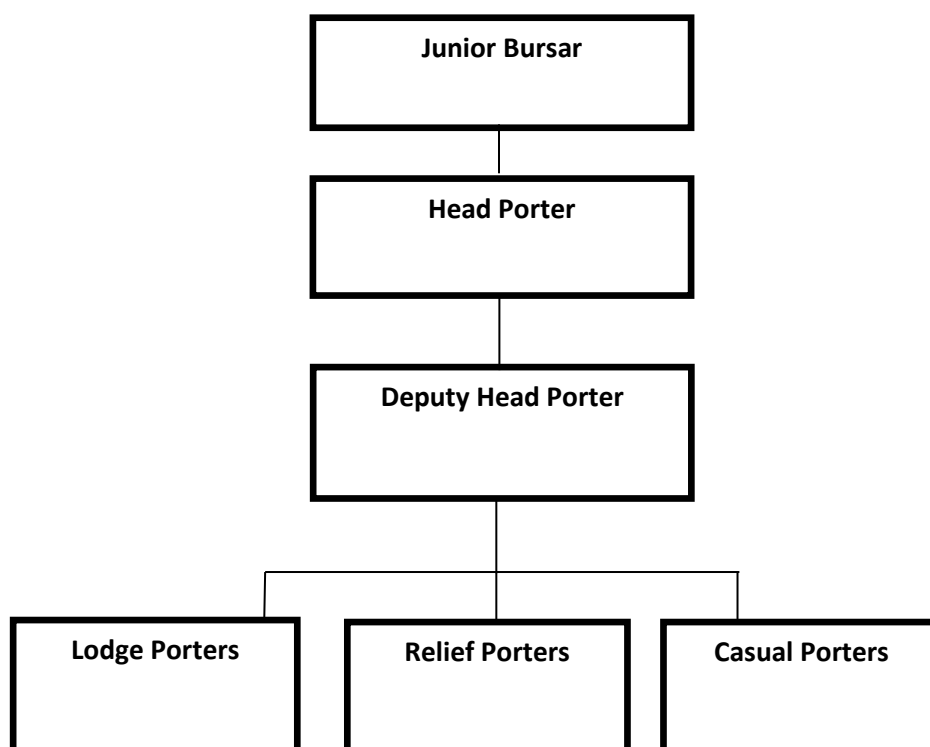
Casual Porter

Team: Porters' Lodge

Reporting to: Head Porter

Department Structure

Porters' Lodge



Purpose of Job

The Porters' Lodge plays a key role in all aspects of College life, covering a number of College sites. It is the central information and reception point for members and visitors and coordinates site security and safety matters, including emergency response. The Lodge reflects the core aims and values of the College, providing a professional, inclusive, and responsive service.

Casual Porters should have excellent administrative and communication skills, including computing skills, a good understanding of the collegiate environment, health and safety, and security legislation. These duties must be performed to the highest possible standard and in a courteous and efficient manner, to the satisfaction of the Head or Deputy Head Porter.

Casual workers, by their nature, do not work regular guaranteed hours, but are called upon in times of staff shortages (e.g. sick leave). We will always aim to give as much notice of shifts as possible, however, in the

case of sickness, shifts may be offered at short notice. Night and day shift cover is usually 12 hours long, 7pm to 7am and 7am to 7pm.

Role Duties and Responsibilities

Main Duties and Responsibilities: Reception, Security, Safety, Alarms, Auditing, Welfare, Discipline and General, as below.

- To assist and advise any visitor to the College and to display a courteous and helpful manner at all times.
- To operate the College telephone switchboard. To transfer calls or accurately record any messages using a good telephone manner and to ensure messages are forwarded to the recipient in the most appropriate manner.
- To receive and record, if necessary, all post including general mail, recorded deliveries, special deliveries and couriered items.
- To ensure their own health & safety and that of others who are in College, whether they are members of the College, employees or visitors.
- To patrol all buildings, grounds and gardens within the College footprint (including satellite sites) and to lock any buildings found insecure, completing a checklist for each security patrol, including during vacations.
- To record the full details of contractors visiting the site.
- To respond quickly to any fire alarm and any other alarms and to take appropriate action.
- To report any deficiencies of fire appliances or any suspicion of tampering.
- To safeguard the issue, receipt and recording of all keys held, and to ensure that only authorised persons are given keys to College property, including keys for music rooms, sports facilities etc.
- To accurately maintain all registers which include the key, incident, and lost property registers.
- To be alert, to observe defects in buildings/services and report them to the appropriate College department.
- To resolve problems relating to maintenance / housekeeping requirements outside normal working hours.
- To deal proficiently with any unauthorised persons on College premises.
- To carry out checks of car parks and cycle racks and to arrange for the removal of unauthorised vehicles.

- To provide initial First Aid for injured or ill people, or to call an ambulance as required.
- To advise staff and students on the protection of personal & College property and to report any incidents which might affect the vulnerability of property to damage or theft.
- To ensure that College rules and regulations are observed at all times and that any transgressions by students or staff are reported accurately to the Head Porter
- To investigate and report any breach of security observed.
- To accurately record financial transactions using the Lodge till, including sales and daily cash-ups.
- Manage the daily room booking system (Kinetics).
- To assist, in any way possible, the smooth running of all conferences.
- Undertake training in relevant areas as required.
- Working at different College sites as necessary.
- The post holder will be required to be familiar with and work in accordance with, all College policies and procedures. Training will be given.
- To undertake any other duties and responsibilities appropriate to the post as directed by the Head Porter, Deputy Head Porter, Senior Porter and/or Junior Bursar.

This job description may be subject to change.

PERSON SPECIFICATION

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications and Experience	Essential	Desirable
Educated to GCSE standard or equivalent, including English Language and Maths with a good understanding of spoken and written English.	✓	
Experience in handling cash.	✓	
Previous experience of working in a College, University, or higher education establishment.		✓
Experience of working with CCTV		✓
First Aid qualified, or willingness to gain qualification	✓	
Experience of dealing with welfare issues.	✓	
Skills and knowledge	Essential	Desirable
Proficient computer skills, including email, Word, and Excel.	✓	
Excellent interpersonal and communication skills - approachable, tactful, empathetic, confidential, and diplomatic with a sensitive manner, but firm and fair when necessary and the ability to deal with potentially difficult situations.	✓	
Proficiency in customer service skills (internal and external).	✓	
Working knowledge of relevant legislation for health and safety, fire safety, security, and data protection.	✓	
Accurate record keeping skills.	✓	
Security conscious.	✓	
Excellent telephone manner.	✓	
Other Qualities	Essential	Desirable
Personal and professional integrity.	✓	
Reliable and trustworthy.	✓	
Ability to be calm and decisive under pressure.	✓	
Have a flexible, well-organised and a 'can-do' approach to the varied and demanding workload and be able to work alone and as part of a team.	✓	
Smart appearance with a confident and assured manner.	✓	
Ability to work day / night / weekend shifts, as per the shift pattern.	✓	
Diversity awareness.	✓	

As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.