JOB DESCRIPTION: Head Porter

Team: Porters’ Lodge

Responsible to: Junior Bursar

Responsible for: Deputy Head Porter and all Lodge Porters, including Relief and Casual Porters

In Liaison with: The Senior Tutor (or their nominated deputy) for all matters relating to student welfare and discipline

Department Structure

Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK’s first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

Girton is a relaxed, friendly and close-knit college set in 50 acres of greenbelt that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 135 administrative and operational staff who ensure the smooth running of Girton’s buildings, services and its estate. Currently, the student community comprises 537 undergraduates and 330 postgraduates.

Girton’s Values: Excellence Inclusion Sustainability

February 2022
**Purpose of Job**

The Head Porter has overall leadership and management responsibility for the Porters’ Lodge, which operates at two sites (Girton main site and Swirles Court) 24 hours a day, 365 days a year and is the first point of contact on arrival at the College for most College members and visitors. The role will provide first class ‘front of house’ leadership, responsible for building and embedding a culture of strong customer service. The Porters’ Lodge team play a vital role in the College in providing practical support and welfare, as well as services such as security, fire safety, and Health & Safety and guidance for all members of College, but particularly to our student members.

**Role Duties and Responsibilities**

1. **Staff Management**
   - To lead the team of Lodge staff by demonstrating an inclusive management style to build a collaborative team atmosphere and by acting as a positive role model to the team and the wider College community.
   - To lead and develop the Porters’ Lodge team and ensure they are working within and fully compliant with relevant HR policies and procedures of the College. Encourage productive ways of working, identify individual development and training needs, and promptly manage any underperformance.
   - To ensure that all Porters are trained and are up to date with key procedures e.g., College systems, CCTV, access control, first aid (including the use of defibrillators), mental health first aid, Equality, Diversity and Inclusion and PREVENT training.
   - To be responsible for the recruitment and induction of new staff.
   - Assisted by the Deputy Head Porter, to actively facilitate effective communication across the department with all members of the team, taking into account the 24/7 nature of the Lodge and ensuring that all staff, including those working nights only, are kept updated on matters of relevance.
   - To be responsible for a first class ‘front of house’ service to all College members and external visitors and through the Lodge ensuring the delivery of excellent customer service.
   - To ensure continuous reflection and development on their own management style and practice.

2. **Safety, Fire Safety and Security**
   - To be responsible for the maintenance and development of the college’s fire risk assessment.
   - To oversee the general day to day safety and security of College members, employees and visitors, and act as the College’s designated Fire Officer.
   - The Lodge is the first aid post, and all shift porters are first aid at work qualified.
   - To manage the recording, reporting and analysis of accidents, incidents and near misses.
   - To manage and develop the College’s fire safety arrangements to ensure compliance with fire legislation and develop annual emergency response training for relevant staff.
   - To manage day to day delivery and continuous development of security services to ensure that the College sites are secured and safe.
   - To be responsible for the management and compliance in relation to all traffic and parking on site.
   - To be responsible for appropriate protocols in relation to access to occupied rooms in line with the requirements of the National Code of Standards for Larger Student Developments (ANUK) and for ensuring that Lodge Porters are familiar with, and operate in line with, the Code.
3. Communication, Reception, Information and Directions

• To ensure that the Lodge performs as a first-class point of contact, providing a welcoming, accurate and informative reception service.
• To build effective professional relationships with all College members with whom the Lodge interfaces.
• To monitor reporting procedures and practice to ensure timely, appropriate, sensitive and confidential communication between the Lodge porters and the pastoral team.
• To be proficient in the use of relevant IT systems and through the team, ensure the administrative processes are effective, professional and welcoming to visitors and students.
• To ensure an efficient incoming and outgoing service for internal and external mail and parcels.
• In liaison with the IT office, to review the arrangement for managing College telephones and associate administration, and the Lodge switchboard.
• To be responsible for all Lodge records, including electronic records, ensuring these are kept in line with the College’s records management system and data protection procedure.

4. Finance and Administration

• To take the lead in proposing and managing the annual Lodge budget in liaison with the Junior and Assistant Bursars.
• Working in accordance with the College’s financial regulations to ensure that financial transactions are handled in line with the College and regulatory compliance.
• To effectively manage stock and purchasing in line with financial regulations,
• To oversee an efficient Conference visitor service, handling any problems sensitively and ensuring the reputation of the College is upheld and enhanced.
• The Deputy Head Porter is responsible for lost property and international students’ summer storage and the Head Porter will oversee these arrangements in line with security procedures.
• To be responsible for the College taxi services, ensuring an efficient and cost-effective service.

5. Welfare, Discipline and College Events

• To foster a friendly, compassionate, and sensitive environment with a clear culture of helpfulness and support for all members of the College, particularly student members.
• To liaise with appropriate staff on matters relating to the welfare and pastoral care of the student members of the College.
• The Lodge is charged with ensuring that College rules and regulations designed to protect welfare and maintain discipline are observed at all times.
• The Lodge maintains good order and discipline at College events and in the Bar. The Head Porter must be familiar with the terms of the Premises license, the Prevent duty as applied to HE Institutions, the College’s Code of Discipline, Event Regulations and with the requirements of the Education Act concerning Freedom of Speech.
• To ensure discipline breaches are reported in accordance with college policy.
• To be on duty, and oversee safety and security, for all public and major College occasions.
• To be responsible for ensuring the College and other flags are flown appropriately and to work closely with the Praelectors for ensuring that events such as General Admission run smoothly.
6. General

- The post-holder will be familiar with, and work in accordance with, all College’s policies and procedures.
- To ensure that robust procedures are in place to deal with out-of-hours emergencies. The Head Porter may be called upon at any time if there is an emergency.
- The post holder will participate in all mandatory and recommended training.
- To maintain good relations with other college Head Porters, with the local Police and Fire Services, with Girton Parish Council, with the Local Authority and the Highways agency as required. Occasional off-site work may be required to attend meetings and events.
- The postholder will undertake any other duties as reasonably requested by the Junior Bursar or Senior Tutor.
- The Lodge is busy all year round but particularly so during Full Term and the Head Porter is expected to take annual leave outside this period.

This job description may be subject to change following consultation between the Line Manager and Postholder
## 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.

<table>
<thead>
<tr>
<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level or equivalent career qualification, or significant experience at senior professional level</td>
<td>✓</td>
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<td>ILM qualified, or willing to undertake the College’s Management Development Program</td>
<td>✓</td>
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<td>Significant experience gained within a customer-facing role</td>
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<td>Demonstrable experience of assuming accountability for quality, standards and service delivery.</td>
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<td>Demonstrable experience in preparing reports and management information.</td>
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<td>Demonstrable experience of budget management.</td>
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<td>Experience of leading and managing a team within an institutional environment</td>
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<td>Sound IT user skills including MS suite of applications, databases, and social media sites</td>
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<td>Excellent written and oral communication skills, together with an ability to engage at all levels, in formal and informal settings</td>
<td>✓</td>
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<td>Good understanding of relevant legislation for equality and diversity, health and safety, fire safety, security and data protection</td>
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<td>Proven organizational and time management skills</td>
<td>✓</td>
<td>✓</td>
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<td>IOSH or other Health and Safety Qualification</td>
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<td>✓</td>
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<td>First Aid at Work Qualified</td>
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<td>✓</td>
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<th>Character and Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<td>A credible leader for this specialist area, able to lead and motivate teams, develop and coach staff successfully; through change where needed.</td>
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<td>The ability to deal with any performance issues, promptly, fairly and compassionately, ensuring adherence to College policies and best practice.</td>
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<td>The ability to manage and defuse potentially volatile situations.</td>
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<td>A collaborative working manner, accustomed to working as a member of a senior professional team, though always with a willingness to “own” and advance the issue.</td>
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<td>A pro-active, resourceful and hands-on manager, with an eye for new approaches and solutions.</td>
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<td>An ability to build good working relationships with people across the College and wider Collegiate community, including senior members, students, and staff.</td>
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<td>An ability to prioritise tasks, work to deadlines and willing to work flexibly to support their team working in a 24/7 operation.</td>
<td>✓</td>
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Girton College is committed to providing equality of opportunity. 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. Applications are welcome from candidates of all backgrounds particularly from those belonging to groups that are underrepresented in similar roles among Cambridge Colleges.

### EMPLOYMENT

<table>
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<tr>
<th>Salary</th>
<th>Competitive</th>
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<tr>
<td>Working arrangements</td>
<td>40 hours per week, normally to be worked Monday to Friday however this is a 24/7 operation requiring flexibility to work around the team on some evenings and weekends to cover special events and College activities.</td>
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<td>Contract term</td>
<td>Permanent, subject to a six-month probationary period.</td>
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<td>Annual leave</td>
<td>34 days (inclusive of bank holidays)</td>
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**Other**

We also offer:
- Workplace Pension
- Cycle to Work Scheme
- Access to Healthcare
- Gym & swimming pool
- Free Staff Lunch and refreshments
- Staff discount to hold private events in College
- Local Discounts via the University
- Access to a Holiday Playscheme
- Free Parking on-site

*Some of the above are non-contractual*