

JOB DESCRIPTION

Casual Lodge Porter

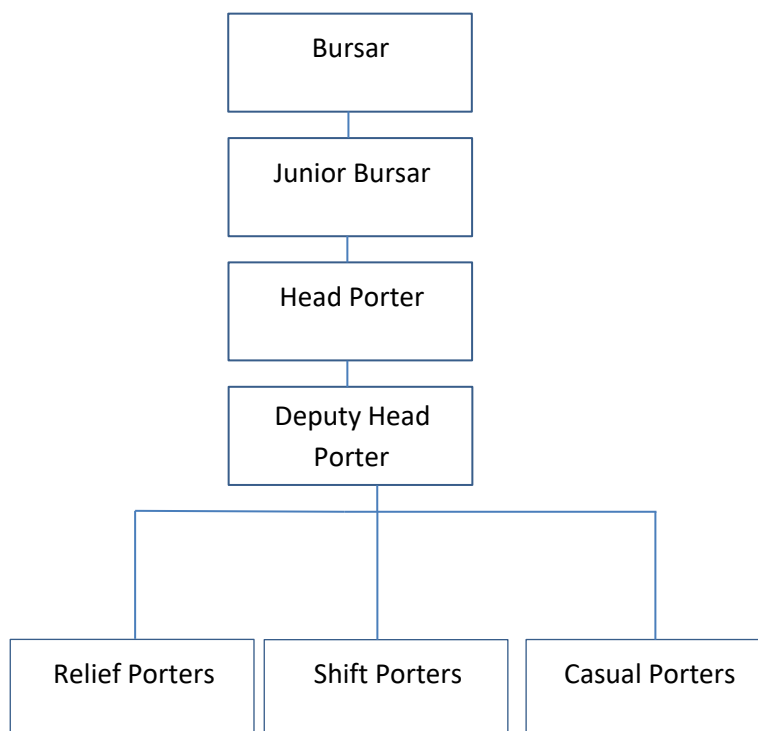
College Background

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 550 undergraduates and 410 postgraduates.

Department Background and Structure

Porters' Lodge



Team/ Department: Lodge

Reporting to: The Head Porter and Deputy Head Porter

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 Lodge 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.

The Casual Porters will be offered shifts on days, nights and weekends. All shifts last for 12 hours. There is no guarantee of work and no obligation to accept any work offered.

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 his/her 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 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.

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent, including English Language and Maths with a good understanding of spoken and written English. 	<ul style="list-style-type: none"> First Aid qualified. Training will be supplied to appropriate level, if required.
Knowledge & Experience	<ul style="list-style-type: none"> Working knowledge of relevant legislation for health and safety, fire safety, security and data protection. Experience in handling cash. Experience of dealing with welfare issues. Diversity awareness. 	<ul style="list-style-type: none"> Previous experience of working in a College, University or higher education establishment. Experience of working with CCTV.
Skills & Competencies	<ul style="list-style-type: none"> Proficient computer skills, including email, Word and Excel. 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. 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). Personal and professional integrity. Reliable and trustworthy. Accurate record keeping skills. 	

	<ul style="list-style-type: none"> • Ability to be calm and decisive under pressure. • Security conscious. • Smart appearance with a confident and assured manner. • Excellent telephone manner. 	
Other requirements	<ul style="list-style-type: none"> • Ability to work day / night / weekend shifts, as per the shift pattern. 	

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.

Employment:

Salary	£12.93 per hour.
Working arrangements	This is a casual role. The Casual Porters will be offered shifts on days, nights and weekends. All shifts last for 12 hours. There is no guarantee of work and no obligation to accept any work offered.
Contract term	Casual.
Other	<p>Outdoor clothing supplied.</p> <p>Subsidised meal allowance for use in on-site cafeteria.</p> <p>Use of various sporting facilities including heated indoor swimming pool, squash court and gym.</p> <p>Free parking.</p>