

JOB DESCRIPTION

Lodge Porter (Nights)

College Background

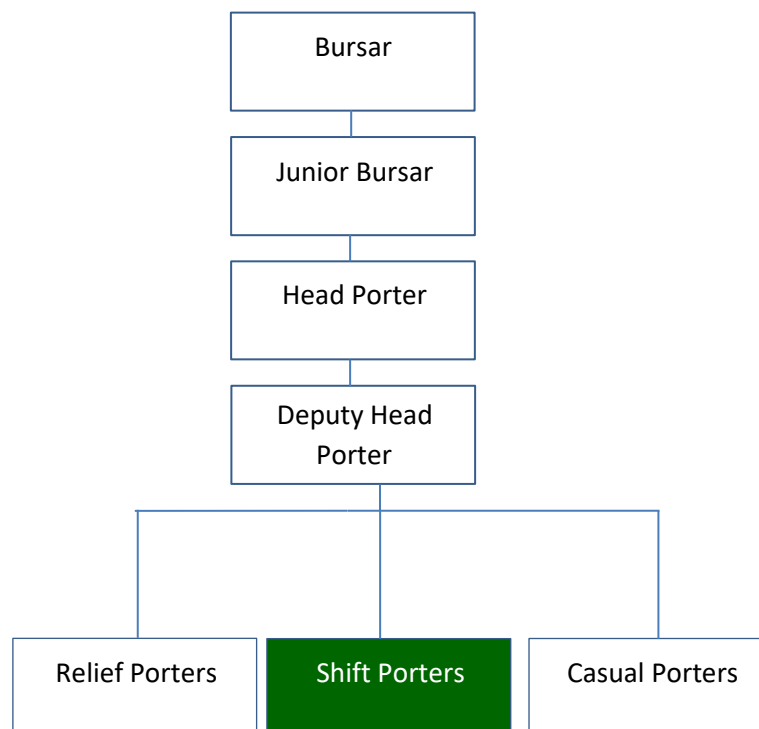
Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK's first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly 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 537 undergraduates and 330 postgraduates.

Role Purpose and Department Structure

Team/ Department: Lodge
Reporting to: The Head Porter

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 welfare of all who attend the college is high on the list of responsibilities of Porters who can be relied upon to be a welcoming presence for anyone feeling in need of support or experiencing any mental health challenges. Porters can also help signpost individuals to broader support resources where necessary to help individuals meet their needs. Physical First Aid is also a service the Lodge Porters offer for anyone needing attention.

The Lodge reflects the core aims and values of the College, providing a professional, inclusive and responsive service.

Lodge Porters should have excellent administrative and communication skills, including computing skills, a good understanding of the collegiate environment, Welfare protocols, 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.

This is a permanent position, subject to a 6-month probationary period. Porters work days, nights and weekends on a rotating shift pattern. All shifts last for 12 hours averaging out to 42 hours per week. **This role is for a permanent position with a shift pattern of 4 on / 4 off (nights only).**

Role Duties and Responsibilities

Main Duties and Responsibilities: Reception, Security, Safety, Alarms, Auditing, Welfare, Discipline and General duties, as detailed 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 provide Welfare support in the first instance to any person requiring it, signposting to a wide range of support services where necessary.
- 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.
- Utilise the Incident Reporting system for all reportable occurrences around the College site and record appropriately.
- 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 any training, either mandatory or deemed necessary for the role in relevant areas as required and as directed by the Head Porter or Deputy Head Porter.
- 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 deemed appropriate to the post as directed by the Head Porter, Deputy Head Porter, and/or Junior Bursar.

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

General

- The post holder will be required to work in accordance with College policies and procedures.
- The post holder will be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment, PREVENT, GDPR and other data protection training and Health & Safety training as advised.
- Any other reasonable duties as requested by the Head of HR.

Every job description in the organisation will be subject to a review on an annual basis at the time of the PDR meeting and may be reviewed as a result of a change in strategic direction or operational requirements. It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

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	Essential	Desirable	Method of assessment
Educated to GCSE standard or equivalent, including English Language and Maths with a good understanding of spoken and written English.	✓		CV and Cover Letter
	✓		Interview
Skills and Experience	Essential	Desirable	Method of assessment
Proficiency in customer service skills (internal and external).	✓		CV and Cover Letter
Diversity Awareness.	✓		Interview
First Aid qualified. Training supplied to appropriate level, if required.	✓		References
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.	✓		
Experience of dealing with welfare issues.	✓		
Proficient computer skills, including email, Word and Excel.	✓		
Previous experience of working in a College, University or higher education establishment.		✓	
Experience of working with CCTV.		✓	
Experience with MHFA (Mental Health First Aid)		✓	
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.	✓		
Personal qualities	Essential	Desirable	Method of assessment
Have a flexible, well-organised and a 'can-do' approach to the varied and demanding workload and is able to work alone and as part of a team.	✓		CV and Cover Letter
Personal and professional integrity.	✓		Interview
Reliable and trustworthy.	✓		References
Accurate record keeping skills.	✓		

Ability to be calm and decisive under pressure.	✓		
Security conscious.	✓		
Smart appearance with a confident and assured manner.	✓		
Excellent telephone manner.	✓		
Ability to work 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	Girton Single Spine Points 32 to 35, £30,180- £32,722 per annum + benefits. (depending on skills and experience)
Working arrangements	Full-time. Hours are averaged per week over the year but are based on a 12-hour rotational shift pattern, with the average figure of 42 hours per week. Porters are expected to cover full 12-hour shifts.
Contract term	Permanent, subject to a six-month probationary period.
Annual leave	College employees receive 6.8 days of holiday per annum for every day in a normal working week, a day consisting of the same number of hours as a normal working day and the annual entitlement to holiday being in all cases 13.08% of normal annual working time, e.g.; Full time Porters work an annual average of 3.5 x 12 hour days per week and their holiday entitlement is therefore $3.5 \times 6.8 = 24 \times 12$ hour days.
Other	We also offer: - Life Assurance 3 X Annual salary - Employee Assistance Programme - Workplace Pension - Health Cash Plan (MediCash) - Cycle to Work Scheme - Electric Car Scheme - 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 - Outdoor clothing supplied. <i>Some of the above are non-contractual</i>