Queens’ College - Job Description

Title: Night Porter

Head of Department: Head Porter

College Officer: Domestic Bursar

Overall Purpose of Job
The Porters’ Lodge is open 24 hours per day throughout the year. The primary aspects of a Porter’s job are to perform an excellent “front of house” role in the College, and provide principal emergency response.

As the main point of contact for all College members and visitors, it is essential to reflect a very favourable first impression of the College; equally important is maintaining the security and safety of the College, its members, staff and visitors, and providing an effective and efficient mail delivery service. Porters are expected to be ambassadors for the College. The ability to communicate clearly and effectively at all levels is essential as this position will involve liaison with senior and junior members of the College, as well as members of staff and visitors.

Main Duties and Responsibilities

Reception:
To receive all callers to the College in a friendly and helpful manner, responding to all enquiries, solving problems and providing assistance as required
To interact well with other departments, Fellows, students and visitors in order to maintain the high standards and present the best possible image at all times
Accurately record and deliver telephone messages
Sort incoming and outgoing mail and distribute as required.
Provide internal mail collection and delivery service to Fellows, departments, student pigeon holes, and to various locations within College as required; receive and record as necessary all registered, recorded, courier deliveries and ordinary mail
Accurately maintain all registers which include the key, incident and lost property registers
Register arrivals and departures of students, conference and other guests using a computerised booking system (full training will be given)
Resolve problems relating to maintenance/housekeeping requirements outside normal college working hours
Assist, in any way possible, with the smooth running of conferences and events

Security & Patrol:
To safeguard the issue, receipt and recording of all College keys; ensure only authorised persons are given access to College property; report any loss or compromise of keys immediately
Monitor alarm, access control and CCTV systems; dealing promptly with breaches of security such as theft or intrusion, and fire or flood, keeping the Head Porter and other authorities informed and calling the emergency services as necessary; ensure function rooms are securely locked following use
Lock and unlock College gates at the prescribed times
Provide a re-assuring, high visibility presence by frequently patrolling all buildings, grounds and gardens within the bounds of the College, and other College owned properties within Cambridge; conduct regular external patrols around the perimeter of the main College site and other properties
Carry out regular checks of car parks and bicycle areas and to arrange for the removal of any unauthorised vehicles or bicycles
To be alert, to observe defects in buildings/services and report them to the appropriate College department
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
Health & Safety:
To respond quickly to any fire alarm and any other alarms and to take appropriate action
Assist in the evacuation process in the event of a fire or other emergency
To assist the Fire Service if required or reset alarm systems as necessary
Arrange initial first aid to any injured or ill persons and to summon a doctor or ambulance if required
To have concern for his/her own health & safety and that of others who are in College, whether they are members of the College, employees or visitors
To report any deficiencies of fire appliances or any suspicion of tampering

Miscellaneous:
To ensure all students observe the College rules and to report any lapses in discipline to the appropriate person/s
To be conversant with the College Flag schedule, and raise the appropriate flag accordingly
To liaise with staff who supervise other college properties, such as Owlstone Croft (student accommodation), the college Boathouse and Sportsground
Respond favourably to requests for service to, or assistance at, external college properties
To work occasional early/late day shifts for staff training purposes or absences
To undertake any other duties and responsibilities appropriate to the post as directed by the Head Porter, his deputy and/or the Domestic Bursar

Person Specification

Essential

- Customer-focused, with a friendly, welcoming, helpful manner
- Self-motivated team player with the ability to work without close supervision; have confidence to make quick decisions in difficult situations; cope well under pressure
- Excellent inter-personal and communication skills, personable and enthusiastic
- Reliable and dependable with a well-organised and ‘can-do’ approach to the varied and demanding workload and the flexibility to cover for absence and annual leave periods
- Discreet, trustworthy and tactful at all times, particularly if dealing with matters of a personal or confidential nature
- Able to demonstrate good attention to detail
- Computer literate, with experience of using e-mail, internet and Windows Office packages (training will be given on college room booking and security systems)
- Physically fit with a professional outlook and smart appearance
- Good understanding of spoken and written English
- Previous night working experience

Desirable

- An awareness of health and safety at work
- Qualified in First Aid or willing to undertake training
- Previous front of house or reception experience
- Full, clean UK driving licence
Remuneration and Benefits

**Hours of work:** 37.63 or 38.5 hours per week [depending on rota] on a shift basis (usually 4 on, 4 off).
Night Porters cover various night shifts between the hours of 8.00pm to 8.30am each night/day, including weekends

**Salary:** Starting salary £24,400 to £25,000 per annum

**Pension:** Membership of the College contributory, final salary pension scheme after a qualifying period

**Holiday:** 26 days per annum plus public holidays (holiday leave is calculated in hours)

**Other Benefits Currently Offered:**

- Free uniform provided
- Free meals are offered during College working hours (when the kitchens are open)
- Subsidised sports and social events
- Free annual health checks
- Various sporting facilities
- Access to University Card which offers subsidised travel on U bus between Madingley Road Park and Ride and College
- After qualifying periods, length of service award and additional holiday entitlement
- Discounted membership of dental care and medical insurance schemes available