JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE Lodge Porter
RESPONSIBLE TO Head Porter

BACKGROUND INFORMATION:
College Porters are the Front reception and principal interface with Fellows, staff, students, Conference delegate’s guests and visitors to the College. They have a wide responsibility for the security of the buildings and the safety of the people who use them. The duties are principally undertaken in the College and its grounds.

Duties:

- To perform duty in the Porter’s Lodge, ensuring that an appropriate standard of dress, courtesy and conduct is presented to all customers of the College.
- To ensure that all students are offered assistance and, where appropriate, firm guidance in day-to-day matters.
- To carry out security and fire safety checks of College areas as required by the Head Porter.
- Ensure that any breaches of security are dealt with promptly, reporting and logging all such incidents and where necessary informing the Police and other authorities.
- To be responsible for carrying out patrols of the College grounds and off site hostels in line with agreed timetables and rotas.
- To be responsible for the locking of gates/doors and regular security checks at dates and times agreed and requested by the Head Porter.
- To monitor Closed Circuit Television (CCTV) within the College.
- To respond to Fire alarm and intruder alarm calls and to take the appropriate action required. Liaising with the Emergency Services when necessary.
- To ensure that accidents and illness are dealt with promptly and appropriately and to inform Tutors, Heads of Department and the College Nurse when necessary. To ensure that details of all accidents are recorded in the accident book.
- To issue keys to authorised persons and record such issue and return of keys and to report any loss or compromise of keys immediately.
- To ensure all incoming mail to the College is promptly sorted and distributed and to ensure that all outward mail is promptly and correctly processed.
- To carry out regular checks of the car parks to prevent unauthorised parking.

Key Control:
- Issue of keys and access control cards for all College rooms
- Conference delegate check in/check out procedures
Emergency Procedures:
- Fire
- Police
- First Aid/Ambulance/Doctor
- Duty Tutor call out system
- Resident Fellow on call system
- Liaison with local emergency service staff, including University staff
- Stopcocks, shut-off systems, trip switches, emergency glaziers etc (in conjunction with Facilities Manager)

Security:
- Liaison with University Security staff
- Patrols of grounds
- Management and direction of security contractors (for special events)
- Locking up rooms and gates
- Fire precautions
- Fire Alarm tests
- Alarms – first line liaison with security/fire alarms contractor
- Student fines for illegally parked bicycles
- May Ball security (in conjunction with Head Porter)
- Control and monitoring of CCTV
- Use of radio and mobile phone

Post:
- Sorting deliveries from Royal Mail, UMS and courier companies
- Internal distribution and collection
- Franking outgoing mail, including charging for Fellows’ private outgoing mail

Reception:
- Providing 24 hour/365 day Front of House Reception service at Porters’ Lodge
- Directing/escorting all customers of the College
- Maintaining information for Fellows/students/visitors

Ceremonial:
- Graduation Days
- Matriculation Day
- Flag flying – as required

Discipline:
- Control of student noise/activities
- Student Welfare
- Monitoring of Junior Members’ parties and garden parties
- Monitoring and supervising closure of Junior Members functions in the Party Room

Telephones:
- Operation of switchboard
- Reporting of faults
- Liaison with University telephone staff
- Provision and distribution of directories
Cycles:
- Administration of College cycle registration numbers

Accommodation:
- Booking of guest rooms/suites for Fellows and students

Administrative/IT:
- Student Exeat book
- Kinetics software operation
- Email operation
- Internet
- Daily Report
- Guest room charges – cash/cheques
- Taxi account
- Merchandise sales by cash/credit card
- Postage stamp sales
- Laundry card sales
- Emergency domestic supplies for conference delegates
- Lost and Found property
- Vacation storage of student property
- High Table bookings

This list is not a complete job analysis due to the varied nature of the work required. The Lodge Porter may be required to complete other jobs from time to time as directed by the Head Porter, which are within his/her capabilities.

Relief Lodge Porter Post

The Relief Lodge Porter will also perform the above duties, and in addition will be required to carry out:
- Flexible working, sometimes at short notice, to cover the absences of other Porters on the Duty Rota, as a result of leave and sickness etc. This will include day, evening, night shifts and weekend working.
- Other Core shift working during the week and every weekend, when not covering the absences indicated

In the past the Relief Porter has joined the main Duty Rota, which operates on a 6 week cycle providing 24 hour cover, when a vacancy arises.
**PERSON SPECIFICATION**

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications</td>
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<tr>
<td>• GCSE education level</td>
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<td>• Holder of a First Aid in the Workplace certificate and AED certificate (or a willingness to receive such training)</td>
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<tr>
<td>Experience and background</td>
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<tr>
<td>• Working within a full time shift rota providing 24 hour duty cover, including Nights and weekends</td>
<td>• Worked in a College or other educational environment</td>
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<td>• Working in a small team environment</td>
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<tr>
<td>• Customer service</td>
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<tr>
<td>• Experience of dealing with security (property and people)</td>
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<td>• Fire Safety procedures</td>
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<tr>
<td>Specific knowledge/skills (technical)</td>
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<tr>
<td>• IT competent in Word and Excel applications</td>
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<tr>
<td>• Working knowledge of security, personal safety and fire safety issues</td>
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<tr>
<td>• Willingness to receive training and learn new skills</td>
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<tr>
<td>Personal attributes</td>
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<tr>
<td>• Ability to communicate with people at all levels</td>
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<td>• Ability to relate to others</td>
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<tr>
<td>• Willingness to work shifts</td>
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<td>• Initiative and common sense</td>
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<tr>
<td>• Very flexible and adaptable</td>
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<tr>
<td>Team skills</td>
<td>Ability to work closely with others</td>
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