



Robinson College

Deputy Head Porter

CANDIDATE INFORMATION PACK

CLOSING DATE: MONDAY 10
FEBRUARY 2025



About Robinson College

The College is a centre of academic excellence with about 400 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 90 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.



Reports to: Head Porter
Responsible for: Lodge Porters

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.

Main Purpose:

The Deputy Head Porter will have responsibilities that differ from other Lodge Porters but will also carry out the duties of a shift Porter, predominantly working a day shift routine as planned by the Head Porter, however the post holder can be expected to work the full range of shifts within the duty roster if circumstances dictate. The post holder will support the Head Porter in a variety of functions within the College.

SALARY AND CONDITIONS



- Full Time, 37 hours per week.
- £34,482 per annum depending on experience,

COLLEGE BENEFITS

- 25 days annual leave, plus bank holidays (pro rata for part time appointments), increasing with length of service up to an additional 5 days
- Contributory auto-enrolment pension scheme
- Death in service benefit
- Free lunch in College
- Enhanced sick pay after qualifying period
- Enhanced family friendly pay after qualifying period
- Access to a benefits website which provides savings and discounts on a wide variety of purchases, as well as days out, gift cards and other offers
- Generous Salary Extras discounts – incl. Cycle to Work scheme
- Training and development opportunities
- Free parking may be available subject to capacity
- Access to University Card with subsidised travel on U bus between Madingley Road Park and Ride or Cambridge Train Station and the College
- Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab subject to criteria



KEY AREAS AND STANDARDS OF PERFORMANCE

Deputy Head Porter Duties:

- The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis.
- To deputise for the Head Porter in his absence, including attending HOD'S and Ops Meetings (including producing the Weekly Operations Sheets).
- To assist the Head Porter in the supervision of the day to day running of the Porters' Lodge ensuring that the appropriate standards of dress, courtesy and conduct are maintained and that routine business is conducted efficiently.
- To assist the Head Porter with the security of the College and to ensure that any breaches of security are dealt with promptly. Recording all such incidents and keeping the Police and other authorities informed as necessary.
- To supervise the issuing of security passes to all College visitors.
- To supervise the issue, recording and return of keys and that only authorised persons have access to them. To ensure that duplicate and master keys are kept in secure conditions at all times. To report any loss or compromise of keys immediately. To maintain key stock control and ordering replacement keys as required.
- To assist the Head Porter with fire precaution measures with particular regard to weekly Staircase and Hostel Fire Alarm checks and supporting the annual College and Staff fire drills. To ensure records are kept of regular checks.
- Support the Head Porter in annual / monthly Fire Risk Assessments of Staircase and Hostels as directed by the Head Porter.
- To assist the Head Porter in covering departmental holidays with lieu time or overtime from current complement and casual staff.
- To maintain Staff, leave records – Both annual leave applications and credited lieu time absences.
- To provide staff with a working roster and to update and amend as required.
- To maintain accurate and detailed records of overtime worked. Paid overtime for onward transmission to the college office. Accrued lieu time for departmental management.
- To oversee the induction training of new staff assisted by a nominated porter.
- To oversee the sale, payment and collection of term time academic photographs.
- To assist the Head Porter with the overall management of the College access control system. (Programming of key cards to some doors).
- To assist the Head Porter with College car parking areas and the issue of permits and car park entry fobs.
- To manage and administrate the Lodge instructions and policies in an ordered way to ensure lodge staff are aware of standing orders and procedures.
- To produce notes of any meetings of lodge staff.
- To oversee at the beginning of the academic year the production of student staircase lists, pigeon hole labels, Fellows Pigeonholes and ancillary labelling and their upkeep throughout the year.



- Supervise nominated Porter's various tasks as detailed by Head Porter. Including:
 1. Trunk Room
 2. Lost & Found
 3. Key mustering
- To undertake such other relevant duties as may be determined by the Head Porter.

In addition, the duties of a Lodge Porter (as below) are also carried out by the Deputy Head Porter.

Key Control:

- Issue of keys for all College rooms
- Conference delegate check in/check out

Emergency Procedures:

- Fire
- Police
- First Aid/Ambulance/Doctor
- Welfare/Wellbeing procedures for students adhered too.
- Duty Tutor call out 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 Fire safety and security
- 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 recording and adding Departmental mail charges to the Mail file. Forwarding periodically mail charges to the Finance Office. 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
- Matriculation
- Flag flying

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
- Provision and distribution of directories

Car Parking:

- Administration of car permits, key fobs, cycle registration

Accommodation:

- Booking of guest rooms/suites for Fellows and students, including payment methods

Administrative/IT:

- Student Exeat book
- Kinetics software operation
- Email operation
- Internet
- Daily Report
- Taxi account
- Emergency domestic supplies for conference delegates
- Lost and Found property
- Vacation storage of student property

OTHER:

- To act in the best interests of the College at all times.
- To implement a right first time every time culture.
- This list is not a complete job analysis due to the varied nature of the work required. The Deputy Head Porter may be required to complete other jobs from time to time as directed by the Head Porter.

PERSON SPECIFICATION



Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE/GCE standard or equivalent • Holder of a First Aid in the Workplace certificate and Defibrillator (AED) certificate (or a willingness to receive such training) 	<ul style="list-style-type: none"> • Health and Safety qualification
Experience and background	<ul style="list-style-type: none"> • Proven experience as a manager in a people based organisation • Working within a team, and the management and supervision of staff, in a team environment, on a day-to-day basis • Working within a full-time shift rota providing 24-hour duty cover • Experience of dealing with security (property and people) and fire safety procedures • Experience in administrative practices within the workplace • The personal provision of service to customers 	<ul style="list-style-type: none"> • Working in a University or other educational environment • Knowledge of security systems • Knowledge of Fire Safety systems • Knowledge of Audio-Visual equipment • Risk Assessments
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> • IT literate in Word and Excel • Analysing and problem solving • A sound ability to network and communicate at all levels • Proven ability of working to deadlines and prioritising • Ability to motivate others 	<ul style="list-style-type: none"> • IT competent in Accommodation applications
Personal attributes	<ul style="list-style-type: none"> • Demonstrate initiative, self-motivation, diplomacy, tact and discretion • Smart appearance • Willingness to receive training and learn new skills • Excellent team builder • Able to work well as part of a small team and also take initiative when necessary 	

HOW TO APPLY



For an informal chat please contact Head Porter, Neil Wilson on 01223 339227 or email: nw384@robinson.cam.ac.uk

To apply please send your CV and a covering letter, along with a completed short application form to careers@robinson.cam.ac.uk

Closing date for applications: Monday 10 February 2025 at 9am

Interview date: Week commencing 17 February 2025





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