



# Robinson College Head Porter



---

CANDIDATE INFORMATION PACK

CLOSING DATE: MONDAY 29  
JANUARY AT 9AM

---

# 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: Domestic Bursar

Responsible for: Deputy Head Porter, Senior Porter, team of Porters' Lodge staff

## Purpose of the job

The Head Porter is a central and influential role at the heart of life in Robinson College. Tasked with a wide variety of responsibilities, ranging from security and compliance through to welfare and front-of-house welcome, the Head Porter is vital to the orderly and happy life of the College community.

## SALARY AND CONDITIONS



- Full Time, 37 hours per week
- Permanent
- Salary up to £42,405 per annum depending on qualifications and experience
- Based on site

## 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



The Head Porter leads a diverse team of 11 Porters, providing a 24/7/365 service and helping to maintain the life of a particularly busy, dynamic and forward-looking College. As both the first point of contact for most people in College, and our only permanent on-site presence, the Head Porter must curate and lead a team that excels in its attention to detail and process, while also remaining alert to the unexpected, and agile in its problem-solving,

The Head Porter is responsible for all aspects of security for the College. This includes the conventional activities of key issue and control, an extensive CCTV system, patrols, reporting etc. It also includes acting as a source of knowledge and advice on security matters, keeping up a constructive liaison with the wider College community and relevant security assets in the city, and keeping up to date with industry best-practice.

The Head Porter is also specifically tasked with responsibility for Fire Safety across the whole College site. This covers the physical estate of the Main College Building and multiple, multi-age hostels, as well as a huge diversity of people using the estate, from residents, through staff, students and to day-visitors and tourists.

The Head Porter and the Porters' Lodge team provide the first welcome from all who live, work and visit Robinson College. This requires developing not only a safe and effective compliance environment, but also a strong and credible relationship with all College users. Particularly significant in this is establishing and maintaining a positive relationship with our Junior Members (the students) which means understanding the pressures and privileges of being a student at Cambridge. The Porters play a vital role in ensuring our students remain happy, healthy and well supported. At the same time, the Porters' Lodge is also the first welcome and primary relationship holder for all our conference guests and other visitors, providing clear, efficient and welcoming concierge services.

The Head Porter must be a strong and effective leader, with experience of the usual range of managerial responsibilities, including budgets, projects, performance, scheduling, contractor relationships, HR (with support) etc. It is also vital that the Head Porter can build a wide range of strong and effective working relationships across the diversity of pressures and priorities that exist in the diverse College community. The Head Porter needs to deliver gravitas and presence on more formal occasions, but be warm and approachable at other times.



This is an exciting time to join the College. The team is well established and experienced, but there is a new Domestic Bursar and there are opportunities for new ways of working. The College is approaching a period of estate development which will bring security and operational questions to the fore. It is also approaching its 50th Anniversary, which will see an increase in activities. If you think you have the skills, experience and aptitude to deliver value to the College in this role, then please do apply.

We are aware of research that shows that some people are reluctant to apply for roles where they do not fit every single requirement of the job specification. The personal attributes required for this role are particularly important; technical aspects can be taught and learnt. We would encourage applicants to apply even if they do not have strong experience in every single area of the current Job Description.





CRITERIA	ESSENTIAL	DESIRABLE
Education & Training	<ul style="list-style-type: none"> <li>• GCSEs/O-Levels in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• A-Levels or equivalent</li> <li>• Relevant degree or equivalent experience</li> <li>• Health &amp; Safety qualification</li> <li>• First Aid Certificate</li> <li>• Fire Safety management qualification</li> <li>• Fire Risk Assessment training</li> </ul>
Work Experience	<ul style="list-style-type: none"> <li>• Previously held similar post</li> <li>• Managing a team of at least 10 personnel</li> <li>• Managing a budget</li> </ul>	<ul style="list-style-type: none"> <li>• Previous documented experience as a manager</li> <li>• Customer service experience</li> <li>• Police/Security/Forces background</li> </ul>
Technical Knowledge/Skills	<ul style="list-style-type: none"> <li>• Strong IT competency – MS Office plus computerised booking systems</li> <li>• Excellent Communication skills in a range of situations</li> <li>• Knowledge/management of security systems</li> <li>• Behaviour/ public order management experience</li> </ul>	<ul style="list-style-type: none"> <li>• SIA licence holder</li> <li>• Responsibility for fire alarm systems and fire safety management</li> <li>• Up to date knowledge of Fire Legislation and regulations</li> <li>• Kinetic Solutions KX Modules</li> <li>• Presentation skills training</li> <li>• Training qualifications/ experience in relevant subjects</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Positive inter-personal skills/people person</li> <li>• Proven motivation skills</li> <li>• Team player – proven propensity to network between departments</li> <li>• Physical fitness – this is an active role</li> <li>• Willingness to participate in ceremonial duties</li> <li>• Resident locally to enable emergency response</li> </ul>	<ul style="list-style-type: none"> <li>• Open learning mindset</li> <li>• Constructive approach to a culture of continual improvement</li> <li>• Strategic thinker</li> <li>• Flexible approach to problem solving</li> <li>• Pragmatic “hands-on” approach</li> <li>• Gravitas/stature on formal occasions, matched with an open, approachable manner on day to day business</li> </ul>

# HOW TO APPLY



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

**Closing date for applications:**

**Monday 29 January at 9am**

**Interviews will be held on:**

**Thursday 15th February 2024**





Robinson College  
Grange Road  
Cambridge  
CB3 9AN

[careers@robinson.cam.ac.uk](mailto:careers@robinson.cam.ac.uk)  
[www.robinson.cam.ac.uk](http://www.robinson.cam.ac.uk)