



Robinson College

Relief Porter

CANDIDATE INFORMATION PACK

CLOSING DATE: MONDAY 30 JUNE



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

Main Purpose:

To maintain and operate the front reception of the College as the principal interface with Fellows, staff, students, conference delegates, guests and visitors to the College. To have a wide range of responsibility for the security of the buildings and the welfare and safety of the people who use them. To undertake these duties principally in the College and its grounds.

SALARY AND CONDITIONS



- Full Time, 37 hours per week
- £25,906 per annum

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.
- Annual leave generally note to be taken during term time.
- 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:

1. TASK LIST AND RESPONSIBILITIES:

The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc. basis.

1.1 To ensure that all students are offered assistance and, where appropriate, guidance in day-to-day matters.

1.2 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.

1.3 To be responsible for carrying out patrols of the College grounds and off site hostels in line with agreed timetables and rotas.

1.4 To be responsible for the locking of gates/doors and regular security checks at dates and times agreed and requested by the Head Porter.

1.5 To monitor the College's fire alarm systems and to provide the first response to any alarm activation

1.6 To monitor Closed Circuit Television (CCTV) within the College.

1.7 To issue keys and access control cards to authorised persons and record such issue and return of keys and to report any loss or compromise of keys immediately.

1.8 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.

1.9 To carry out regular checks of the car parks to prevent unauthorised parking.

1.10 To be a qualified first aider and to provide the College's first line of response to accidents and injuries.

1.11 To create a safe and welcoming environment for students, particularly in the late hours, offering a reassuring presence for those in need.

2. TO OPERATE THE SECURITY PROCEDURES:

2.1 Liaison with University security staff

2.3 Patrols of grounds

2.4 Liaison with security contractors (for special events)

2.5 Locking up rooms and gates

2.6 Fire precautions

2.7 Fire alarm tests

2.8 Alarms – first line liaison with security/fire alarms contractor

2.9 May Ball security (in conjunction with Head Porter)

2.10 Control and monitoring of CCTV

2.11 Use of radio and mobile phone



3. TO MANAGE THE POST DUTIES:

- 3.1 Sorting deliveries from Royal Mail, UMS and courier companies
- 3.2 Internal distribution and collection
- 3.3 Franking outgoing mail, including charging for Fellows' private outgoing mail

4. TO UNDERTAKE THE RECEPTION DUTIES:

- 4.1 Providing 24 hour/365 day front of house reception service at Porters' Lodge
- 4.2 Welcoming/directing/escorting all customers of the College
- 4.3 Checking in/out of students, fellows and guests
- 4.4 Operation of till
- 4.5 Maintaining information for Fellows/students/visitors

5. TO ASSIST IN THE CEREMONIAL DUTIES:

- 5.1 Graduation Days
- 5.2 Matriculation Day
- 5.3 Flag flying – as required

6. TO UNDERTAKE NOISE CONTROL AND MONITORING:

- 6.1 Control of student noise/activities
- 6.2 Student welfare
- 6.3 Monitoring of Junior Members' parties, functions and garden parties

7. TO OPERATE THE TELEPHONES:

- 7.1 Operation of switchboard
- 7.2 Reporting of faults
- 7.3 Liaison with University telephone staff
- 7.4 Provision and distribution of directories

8. TO MAINTAIN THE CYCLES ADMINISTRATION:

- 8.1 Administration of College cycle registration numbers
- 8.2 To undertake accommodation bookings:
- 8.3 Booking of guest rooms/suites for Fellows and students





9. TO UNDERTAKE ADMINISTRATIVE/IT DUTIES SUCH AS:

- 9.1 Student Exeat book
- 9.2 Kinetics software operation
- 9.3 Email operation
- 9.4 Internet
- 9.5 Daily Report
- 9.6 Guest room charges – cash/cheques
- 9.7 Taxi account
- 9.8 Postage stamp sales
- 9.10 Laundry card sales
- 9.11 Emergency domestic supplies for conference delegates
- 9.12 Lost and found property
- 9.13 Vacation storage of student property
- 9.14 Camp bed hire

10. ADDITIONAL DUTIES FOR THE RELIEF LODGE PORTER:

The Relief Lodge Porter will perform the above duties, and in addition will be required to carry out:

- 10.1 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.
- 10.2 Other core shift working during the week and every weekend, when not covering the absences indicated.
- 10.3 In the past the, when a vacancy arises, the Relief Porter has moved to join the main duty rota, which operates on a 6 week cycle providing 24 hour cover..

11.PUNCTUALITY, ATTENDANCE & APPEARANCE:

- 11.1 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.
- 11.2 To dress in the required uniform or in accordance with the set appearance and dress code.
- 11.2 To be ready to commence duties at the appointed time.
- 11.3 To remain on duty, productively working, until the appointed finishing time.
- 11.4 To attend work as scheduled.
- 11.5 To notify your manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook.



12. ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS:

- 12.1 Willingness and enthusiasm with which work is carried out.
- 12.2 To be reliable in the carrying out of instructions and tasks and to operate on a “right first time every time” basis.
- 12.3 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.
- 12.4 To listen carefully to instructions and to carry them out as directed.
- 12.5 To check if you have not clearly understood what is required of you.

13. TECHNICAL KNOWLEDGE:

- 13.1 The knowledge and experience required to carry out this job to the expected standard.
- 13.2 To undertake training as required in order to develop and improve your knowledge and expertise.
- 13.3 To be able to help and direct others accurately/correctly.
- 13.4 To develop general knowledge of the College location and layout, other departments' services and products and this department's services and products.

14. ATTITUDE & BEHAVIOUR:

- 14.1 Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.
- 14.2 To empathise with the individuals within the team to form positive relationships.
- 14.3 Positively participate to help create a good team atmosphere.
- 14.4 To be constructive in communication with others, be cooperative and helpful and be supportive as needed.
- 14.5 Honest and trustworthy. Pleasant in nature.
- 14.6 Keep your line manager advised of matters which may affect the smooth running of the department.
- 14.7 Demonstrate an understanding of other departments' requirements and be supportive and helpful to them.

15. HEALTH & SAFETY & OTHER LEGAL ASPECTS:

The carrying out of duties so that self and others are not put at risk from general hazards.

- 15.1 To carry out security and fire safety checks of College areas as required by the Head Porter.
- 15.2 To respond to fire alarm and intruder alarm calls and to take the appropriate action required. Liaising with the emergency services when necessary.
- 15.3 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.



15.4 To undertake and follow the emergency procedures:

- Fire
- Police
- First Aid/Ambulance/Doctor
- 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 the Facilities Manager)

15.5 Operate in a manner so as to ensure that you do not put yourself or others at risk.

15.6 Report any hazards that you observe.

15.7 Adhere to the Health & safety policy and procedures at all times.

This list is not a complete job analysis due to the varied nature of the work required.

The Relief Porter may be required to complete other jobs from time to time as directed by the Head Porter or Deputy Head Porter.

A satisfactory DBS check will be required.



PERSON SPECIFICATION



CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING	<p>GCSE education level.</p> <p>Holder of a First Aid in the Workplace certificate and AED certificate (or a willingness to receive such training).</p>	
WORK EXPERIENCE	<p>Working within a full time shift rota providing 24 hour duty cover, including nights and weekends.</p> <p>Excellent customer service.</p> <p>Experience of dealing with security (property and people).</p> <p>Fire safety procedures.</p> <p>IT competent in Word and Excel applications.</p> <p>Working knowledge of security, personal safety and fire safety issues.</p>	<p>Worked in a College or other educational environment.</p>
INTELLIGENCE/ APTITUDE/ ATTITUDE	<p>Willingness to receive training and learn new skills.</p>	
PERSONALITY/ INTER-PERSONAL SKILLS	<p>Ability to communicate with people at all levels, and work closely with others in a small team environment.</p> <p>Ability to relate to others and deal with challenging situations with diplomacy and care.</p> <p>Initiative and common sense, able to remain calm during emergencies or stressful situations.</p> <p>A strong understanding of how to maintain a secure and supportive environment for a diverse student body.</p> <p>Very flexible and adaptable.</p> <p>Willingness to work shifts.</p> <p>Satisfactory basic DBS check.</p>	<p>Experience in support or welfare roles, particularly in an educational or residential setting</p>

HOW TO APPLY



For an informal chat please contact John Yore, Deputy Head Porter, Tel: (01223) 339100
or email jy536@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: No later than 9am on 30 June 2025, however candidates are encouraged to apply without delay and interviews will be held with those who meet the shortlisting criteria on an ad hoc basis. We will close the vacancy once a suitable candidate has been appointment.





Robinson College
Grange Road
Cambridge
CB3 9AN

careers@robinson.cam.ac.uk
www.robinson.cam.ac.uk