## ROBINSON COLLEGE
### STANDARD OF PERFORMANCE JOB DESCRIPTION

**TITLE**  
Head Porter

**RESPONSIBLE TO**  
College Steward & Senior Tutor

**RESPONSIBLE FOR**  
Deputy Head Porter, team of Porters Lodge staff

### MAIN PURPOSE:

- To direct and control the Porters Lodge operation to maintain the orderly life of College.
- To deliver the required service to all members and customers of the College.
- To establish and maintain positive relationships with Junior Members, appreciating the priorities and pressures acting upon them.
- To manage all aspects of Security for the College.
- To manage Fire Safety of the College.
- To maintain telephone services within College
- To provide the point of welcome and arrival for all visitors, assisting and directing them as required.

### KEY AREAS AND STANDARDS OF PERFORMANCE:

**PLANNING & ORGANISATION:** The identification and management of current and future activity and the development and implementation of plans to meet such requirements.

1.1 To ensure that a system is in place which will provide for the timely preparation and dissemination of information to notify relevant parties within College of forthcoming activity.

1.2 To manage the systems which provide for the timely preparation of staff rosters and the adequate provision of resources (manpower, equipment and supplies) to meet demands.

1.3 To set short, medium and long term strategic objectives for the department in line with the College and Domestic Services Strategies.

1.4 To develop the department products and services.

1.5 To plan, organise and coordinate main College events – Matriculation, General Admission, Congregations, etc. To “officiate” at such events in agreed formal attire.

1.6 To manage and publish the staircase and hostel room name lists in good time for the start of each Michaelmas term. This will link with the management and naming of mail pigeon holes.

1.7 To arrange annually a team of fire wardens to cover all student areas.

1.8 To manage the system and control the allocation of car parking spaces for staff and visitors to include the management of staff waiting list and allocation of car park fobs.

1.9 To manage the provision of cycle storage facilities throughout the College estate which will include the issuing of bicycle numbers and the annual verification and “culling” as required of cycles parked on the premises.

1.10 The coordination and direction of the flag flying schedule in accordance with University and College policy.
FINANCIAL CONTROL: To ensure that delegated authority levels and budgetary expenditure is adhered to and that measures are taken to correct adverse trends.

2.1 To ensure that nominated suppliers, are appointed, are reviewed regularly and are used at all times in accordance with the Purchasing Policy.
2.2 To ensure that competitive quotes are obtained for all non-standard purchasing.
2.3 To operate a purchasing control system to ensure that expenditure only takes place within agreed levels.
2.4 To ensure that the recruitment of staff and setting of pay levels are within agreed limits.
2.5 To operate a system of payroll control to ensure that staffing is in accordance with agreed levels and standards and that cost is maintained at agreed levels.
2.6 To manage and control the sale and accounting for College merchandise.
2.7 To manage the letting of Guest Rooms to include an effective booking system, accurate charging and accounting for payments received.
2.8 Effective implementation of Kx system operation to ensure accurate and timely check-in and check-out routines are completed.
2.9 To ensure that all charges are raised and billed as required and all takings are fully accounted for.

SENIOR & JUNIOR MEMBERS RELATIONS: With the assistance and deployment of the team of Duty Porters, the provision of 24/7/52 presence in College to give due care attention to the health, welfare and security of College Members – Junior Members in particular.

3.1 To operate and maintain a welcoming and friendly College “base” to provide the services that may be required e.g. arrival/departure routines, mail handling, information, telephone services, advice, first aid, welfare assistance, medical response.
3.2 To operate student and Fellows admission into and departure from College accommodation in accordance with College and University policies.
3.3 With the College Steward and Senior Tutor to review and update the Junior Members Handbook annually and as required.
3.4 To advise College authorities on appropriate rules and regulations pertinent to Junior Members security and wellbeing.
3.5 Ensure that student events/parties are held in accordance with College policy and under appropriate Tutorial permission.
3.6 To monitor Junior Members behaviour and maintain discipline within the expectations of College policies.
3.7 To investigate incidents, including breaches of discipline, and report in a timely manner to College authorities to enable appropriate action to be taken. This may include reference to the Dean.
3.8 Liaise and cooperate with Junior Member societies and organisations – RCSA, May Ball Committee, Brickhouse Theatre Company, Ents Officers – to enable the smooth and safe running of their operations/events.
3.9 To operate a system to manage Fellows College accommodation – residential and non-residential – access control, mail handling, telephones.
3.10 To manage and facilitate access to library, SCR, MCR, JCR and other areas through key issue and programming of University cards.
3.11 Manage and maintain quiet order in College at all times, especially during exam periods, interview periods and generally in term time. To liaise with other departments in respect of College Quiet Period requirements.
3.12 To maintain “presence” around College – both personally and through your team – on ad hoc bases and as part of routine patrols.
CUSTOMER RELATIONS: The provision of positive customer care.

4.1 To provide excellent customer service to all visitors, delegates, guests to/of College.
4.2 To provide the “reception” function for all visitors to include meet and greet as may be required.
4.3 To provide reserved car parking facilities as required.
4.4 To assist the Conference Team in respect of site visits/showround guests e.g. warm welcome, provide signage, book car parking.
4.5 To provide further services such as taxi booking and/or assistance with onward travel arrangements.

COMMUNICATION: To encourage effective two-way communication at all levels.

5.1 To provide accurate and timely Duty Porter Reports to College Officers and nominated staff in respect of occurrences each 24-hour period.
5.2 To attend the weekly operations meeting, exchanging information on any relevant matters with the other attendees. Subsequently to disseminate to your department any pertinent information received.
5.3 To attend regular 121 meetings with your line managers – Senior Tutor (weekly), College Steward (monthly).
5.4 To hold regular 121 meetings with department staff as required to promote shared objective setting and achievement thereof.
5.5 To attend the College HOD meetings as called and to brief your department staff on pertinent matters through regular department staff meetings.
5.6 To ensure that all external e-mails and correspondence is acknowledged within 2 working days and in accordance with agreed standards.
5.7 To provide written confirmation of verbal instructions as appropriate.
5.8 To maintain records of communication with clients, suppliers, staff and local authorities.
5.9 To co-operate and communicate with other staff departments and with Senior, Middle and Junior members of College.
5.10 To attend the Head Porters Association meetings as called and to disseminate pertinent information within College as required.
5.11 To liaise with the University Telephone Service in the provision of telephone lines within College.
5.12 To liaise with the IT department in the provision of telephone handsets.
5.13 To operate a secure and timely internal/external mail distribution system.
5.14 Liaison with external postal services including UMS. Management of the mail franking system.
5.15 To manage the secure receipt, storage and distribution of parcels as delivered to College for Junior Members in particular.

STAFF MANAGEMENT: The recruitment, training, motivation and discipline of departmental staff ensuring that the necessary skills and knowledge are provided within the needs and objectives of the College.

6.1 To prepare and periodically review SOP Job descriptions and Employee Specifications for all posts within the department.
6.2 To prepare and implement a training plan for the department.
6.3 To display good leadership skills and set an example for subordinate management/ supervisors in effective man management techniques.
6.4 To build a cohesive, motivated department team.
6.5 To operate the College disciplinary procedure in accordance with policy and direction from the College Steward and Personnel Manager.
6.6 To set and maintain appropriate standards for appearance for all Lodge staff.
6.7 To operate an annual staff appraisal/review system which is designed to improve performance and develop staff within the objectives of the College. Annual Reviews to be completed by end March each year.

6.8 To coordinate and manage the provision of fire training for all staff throughout College as required.

6.9 To arrange and conduct briefings for Heads of Department and Departmental Fire Stewards on the routines and procedures of fire safety and evacuation on an annual basis.

6.10 Produce staff attendance time sheets and submit on time to Payroll as required.

6.11 Maintain accurate records of staff attendance, holiday, sickness and lieu time accrued and taken through the systems and procedures laid down.

6.12 Ensuring that First Aid at Work provision by all contracted Porters Lodge staff is maintained and is readily available as required through ensuring up to date qualification and readiness of staff.

QUALITY: The setting and monitoring of standards of performance in keeping with the overall objectives of the College and to ensure that such standards are consistently delivered.

7.1 To formulate and maintain a department standards of performance procedure/policy manual. To train staff to deliver such standards.

7.2 To ensure that the standard of service delivery for all College users, in particular the Fellowship, is maintained and delivered consistently.

7.3 To provide a system to enable staff to recognise Senior Fellows in particular by sight and name.

7.4 To operate a system of regular and frequent monitoring/auditing to ensure the consistent delivery of agreed standards.

7.5 To operate a system of reporting faults, maintenance issues, deviations from policy/norm, etc to relevant departments/HODs – e.g. maintenance log reporting, alarm issues reported to Conference & Catering Management.

7.6 Monitor and report upon Key Performance Indicators in order to manage critical outputs.

HEALTH, SAFETY AND FIRE MANAGEMENT: To ensure that all relevant legislation is complied with by the department.

8.1 To ensure adherence to Health and Safety legislation and regulations.

8.2 To manage directly any locations, procedures, operational areas/equipment that fall within your responsibility as defined by the College zone plan.

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

8.4 Report any hazards that you observe and ensure your staff do as well.

8.5 To direct and manage appropriate Fire Safety procedures, systems and policies as identified in the Fire Risk Assessments.

8.6 At least annually, or as required, to review and update all of the College Fire Risk Assessments, liaising as appropriate with other College management.

8.7 To ensure the effective testing and maintenance of all automated fire detection/protection systems (e.g. alarms, emergency lights) on the agreed frequency, liaising as required with other departments.

8.8 To ensure that all firefighting equipment and apparatus is in place and is reliably available for use at all times.

8.9 To operate a system of routine inspections throughout College in order to check upon and resolve any fire safety issues. This will include staircases, hostels, kitchens, escape routes among other areas.

8.10 To audit Fire Safety checks and reporting as frequently as needed in order to
ensure a high level of attention and preparedness throughout College.

8.11 To report as required to HODs, the H&S Committee and others as required on fire safety routines carried out.

8.12 To ensure that all Porters are full conversant with the fire alarm system, the provisions of the Fire Risk Assessments and the processes and procedures relevant to fire safety in College, being the first point of contact in the event of an incident. To ensure a high sense of urgency in such situations.

8.13 To provide annual and ad hoc training for Fire Stewards – staircase/hostels, Party Room, Auditorium, events stewards in accordance with the Fire Risk Assessment. To brief/train HODs and/or department Fire Wardens annually or as required.

8.14 To ensure that suitable and sufficient briefing, training, awareness and drills are carried out in respect of fire precautions to ensure appropriate levels of preparedness by all members, especially students, all staff, all visitors, delegates and guests.

8.15 To conduct at least 2 unannounced drills annually – one designed for students, one designed for staff.

8.16 Manage all non-fire alarm systems (panic, disabled toilets, refuge area, lifts, freezers) to include regular checking to maintain optimum operation.

8.17 To draft, review and maintain all other risk assessments applicable to your locations, operations/activities and people.

8.18 Ensure a prompt response in the event of accidents or sickness/ill-health as affects and member of or visitor to College to include alerting the emergency services as required, notifying College Officers, Tutors, College Nurse as appropriate.

SECURITY & EMERGENCY CONTROL: The monitoring and supervision of all aspects of security for the College itself, its users, property and persons.

8.1 To operate effective key/lock management, ensuring supervised and control key issue. To ensure the secure retention and storage of all keys. Master keys in particular should always be accounted for and any loss reported and investigated to a satisfactory or agreed resolution.

8.2 To manage effective College lock-up and un-lock routines to manage out of hours access to College.

8.3 To provide instruction and advice to all College users on effective routines to ensure the security of personal and College property.

8.4 To take active measures to advise College authorities on appropriate security measures that should be implemented and maintained in College. This may include inspections, audits, reports and recommendations.

8.5 To provide instruction and advice, to Junior Members in particular, on personal security including, use of personal alarms, cycle use and storage.

8.6 To operate the Closed Circuit TV system in College in conjunction with the IT department.

8.7 To implement the CCTV Policy and to conduct annual reviews and revisions as required. To securely maintain footage as defined by the policy.

8.8 To maintain and implement a Bomb Threat/Terrorist Threat policy and procedure. This should encompass threats from activist groups such as Animal Rights campaigners.

8.9 To ensure that Porters Lodge staff and College authorities are fully briefed in such policies and procedures.

8.10 To ensure that all Porters are Lift evacuation trained and that an effective evacuation procedure is in place. This may include use of the Lift Emergency call-out system.

8.11 To liaise with local authorities as required including the Police, Ambulance and
Fire Services.

8.12 To personally form part of the Emergency Management Team as defined in the Emergency Response Plan.

8.13 Ensure that all Porters are fully briefed on the ERP policies and procedures and are able and prepared to implement same as required.

8.14 To operate a system of emergency maintenance fault resolution as agreed with the Facilities Manager.

8.15 To maintain a procedure manual to enable the identification and location of key water/gas supply valves/stopcocks, electrical fuse boxes/circuit breakers for all parts of the College.

8.16 To operate an emergency call-out system to summon assistance from the Duty Fitter. Together with the Facilities Manager and College Steward draft and review as required a policy in this respect.

8.17 To operate a system of College merchandise stock management such that wastage, pilferage and other shortages are detected, controlled and minimised.

8.19 To implement and adhere to Visitors and Contractors in College and Deliveries to College Policies in order to ensure the continued security of the premises.

December 2018
REPORTING STRUCTURE

Accountabilities:

To the Senior Tutor for:
  • Any matters affecting Junior Members across all Key Areas

To the College Steward, as Line Manager, for:
  • Daily operations
  • Operational planning and organisation
  • Communication
  • Staff Management and HR matters
  • Financial matters
  • Quality of service
  • Health & Safety
  • Fire Safety
  • Security
  • Personal development

Method of reporting:

Meetings with the College Steward will be on a formal and informal basis with a weekly Operations meeting and a regular (monthly) 121 meeting to cover an agenda which will be proposed before each 121.

Meetings with the Senior Tutor will be weekly at a day and time to be agreed from time to time.

Direction:

Key goals will be discussed and agreed with the College Steward and Senior Tutor on an annual basis and “as required”. Operation and Security/Safety objectives will be set in conjunction with both the Senior Tutor and the College Steward. Strategic objectives will be set in conjunction with the College Steward.
## CRITERIA

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<th>Qualifications</th>
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<th>Desirable</th>
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<tbody>
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<td>• A-Levels or equivalent</td>
<td>• Degree or equivalent</td>
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<td>• Recognised Certificate/Diploma in Management studies</td>
<td>• Health &amp; Safety qualification</td>
<td>• First Aid Certificate</td>
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<td>• Fire Safety management qualification</td>
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## Experience and Background

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<tr>
<td>• Previously held similar post in a College or academic environment</td>
<td>• Previous documented experience as a manager</td>
<td>• Customer service environment</td>
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<tr>
<td>• Managing a team of at least 10 personnel</td>
<td>• Managing a budget</td>
<td>• Police/Security/Forces background</td>
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## Technical Knowledge and Skills

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<tr>
<td>• IT competency – MS Office plus computerised booking systems</td>
<td>• Responsibility for fire alarm systems and fire safety management</td>
<td>• Up to date knowledge of Fire Legislation and regulations</td>
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<tr>
<td>• Good Communication skills</td>
<td>• Knowledge/management of security systems</td>
<td>• Kinetic Solutions KX Modules</td>
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<tr>
<td>• Chairing meetings</td>
<td>• Behaviour management, public order</td>
<td>• Presentation skills training</td>
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<tr>
<td>• Knowledge/management of security systems</td>
<td>• Behaviour management, public order</td>
<td>• Training skills</td>
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## Personal Attributes

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<tr>
<td>• Positive Inter-personal skills/people person</td>
<td>• Big picture visionary</td>
<td>• Strategic thinker</td>
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<td>• Proven motivation skills</td>
<td>• Flexible approach to problem solving</td>
<td>• Pragmatic “hands-on” approach</td>
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<tr>
<td>• Team player – proven propensity to network between departments</td>
<td>• Flexible approach to problem solving</td>
<td>• Gravitas/stature</td>
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<td>• Propensity to participate in ceremonial duties</td>
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<td>• Gravitas/stature</td>
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<td>• Gravitas/stature</td>
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