

**Job Description**

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| **Job Title: Casual Lodge Porter** | **Post holder :** | |
| **Reporting to: Head Porter** | | |
| **Main Purpose of Role/Overview :**  To work within a team of Porters, under the direction of the Head Porter (and/or his/her appointed deputy), to maintain high levels of consistent quality assurance throughout the department. | | |
| **Main duties and responsibilities** | | **standards of performance:** |
| **General Duties**   1. Welcoming visitors to the College and ensuring that all enquiries are dealt with as quickly, efficiently and courteously as possible. 2. Handling sensitive and confidential material. 3. Handing financial transactions undertaken by the Lodge including sale of Development Trust items, payments for guest accommodation and an emergency taxi scheme for students 4. Handling correspondence on a daily basis (including sorting the post / answering the telephone). 5. Dealing efficiently with lost and found property. 6. Hoisting and lowering the flag. 7. Recognising Senior Members and students of the College, by sight and name. 8. Providing holiday and/or sickness cover within the Porters’ Lodge 9. Such other duties as may be required by the Head Porter (or appointed deputy) from time to time. | |  |
| **Security, Health and Safety Duties**   1. Issuing and receiving keys, ensuring that only authorised persons have access to them. 2. Locking and unlocking the doors and gates on the College perimeter. 3. Patrolling the College with a radio link to the Porters’ Lodge, 4. Carrying out regular checks of car parks and bicycle sheds and identifying unauthorised vehicles and bicycles. 5. Monitoring the alarm, access control and CCTV systems; dealing promptly with breaches of security such as theft or intrusion, and fire or flood, keeping the Head Porter and other authorities informed and calling the emergency services as needed. 6. Acting as the initial point of contact for any emergency (e.g. injury, breach of security, unruly behaviour, fire alarm etc) and taking appropriate action. 7. Maintaining a calm manner at all times and defusing any confrontational situations that may arise. 8. Carrying out the weekly bell test in (liaison with the Maintenance Department) 9. Complete monthly emergency telephone checks as directed by the Head Porter /DHP 10. Complete 3 monthly SALTO lock checks as directed by the Head Porter / DHP 11. Such other duties as may be required by the Head Porter (or appointed deputy) from time to time. | |  |
| **Conferences**   1. Welcoming conference delegates to the College, ensuring that all enquiries are dealt with as quickly, efficiently and courteously as possible. 2. Issuing and receiving security lanyards, notices and keys to conference delegates in a timely manner. | |  |
| The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College. | | |
| **Significant internal/external relationships:**  College wide Senior Members, students and staff. External clients | | |

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# Person Specification

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|  | Essential | Desirable |
| Qualifications, experience and  background | * Willingness to become a qualified First-Aider (involving a 4-day course) if not already qualified. * Experience of working in a customer-related environment |  |
| Specific knowledge/skills  (technical) | * Experienced user of Microsoft packages including Word, Outlook and Excel spreadsheets * Excellent organisational and general office skills * Excellent interpersonal and communication skills |  |
| Personal attributes | * Ability to take instructions and then develop them into a full plan for events * Pleasant telephone manner * Helpful and friendly approach when working with a wide range of people (Senior Members, students, staff, external clients) * Ability to work calmly and accurately under pressure * Professional proactive approach * Ability to respond quickly when dealing with problems |  |
| Team and management skills | * Ability to work individually with initiative but also to contribute to a team |  |
| Other | * A willingness to work flexibly within a fast changing environment |  |

**Main Terms and Conditions of Employment:**

The salary will be £9.50 per hour which includes the element for holiday pay.

A free uniform is provided and the post-holder will be entitled to one free meal per day when on duty (when the Catering Department is open).

Under the rules of pension auto enrolment the post holder may, if appropriate, be enrolled in NEST.

Any offer of employment will be made subject to references satisfactory to the College, proof of your ability to work in the UK and a DBS check satisfactory to the College.