

## JOB DESCRIPTION

### Lodge Porter

#### College Background

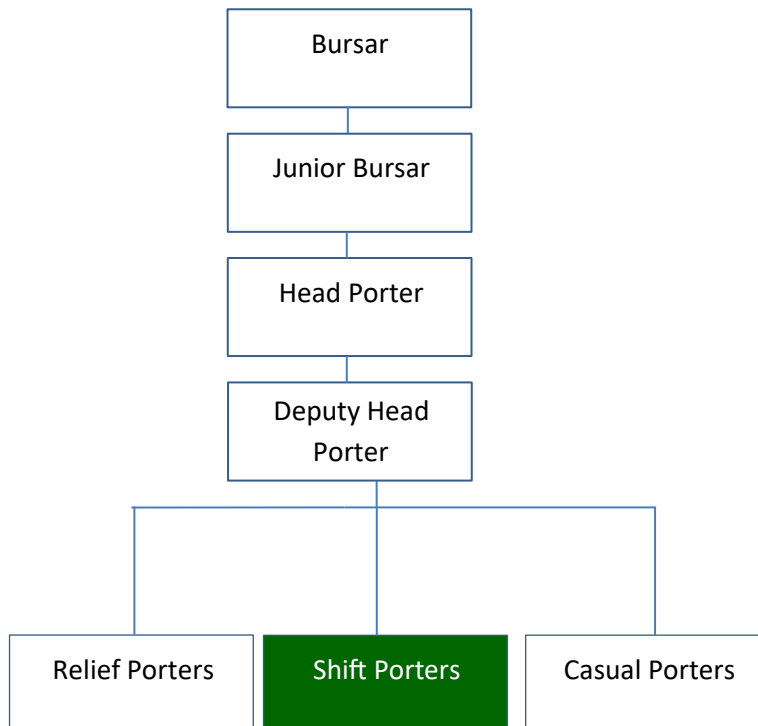
Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK’s first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

Girton is a relaxed, friendly and close-knit college set in 50 acres of greenbelt that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 135 administrative and operational staff who ensure the smooth running of Girton’s buildings, services and its estate. Currently, the student community comprises 550 undergraduates and 410 postgraduates.

#### Department Background and Structure

**Team/ Department:** Lodge  
**Reporting to:** The Head Porter

Porters’ Lodge



The Porters' Lodge plays a key role in all aspects of College life, covering a number of College sites. It is the central information and reception point for members and visitors and coordinates site security and safety matters, including emergency response. The Lodge reflects the core aims and values of the College, providing a professional, inclusive and responsive service.

Lodge Porters should have excellent administrative and communication skills, including computing skills, a good understanding of the collegiate environment, health and safety, and security legislation. These duties must be performed to the highest possible standard and in a courteous and efficient manner, to the satisfaction of the Head or Deputy Head Porter.

This is a permanent position, subject to a 6-month probationary period. Porters work days, nights and weekends on a rotating shift pattern. All shifts last for 12 hours averaging out to 42 hours per week. **This role is for permanent with a shift pattern of 4 on / 4 off, including days and nights.**

### Role Duties and Responsibilities

**Main Duties and Responsibilities:** Reception, Security, Safety, Alarms, Auditing, Welfare, Discipline and General, as below.

- To assist and advise any visitor to the College and to display a courteous and helpful manner at all times.
- To operate the College telephone switchboard. To transfer calls or accurately record any messages using a good telephone manner and to ensure messages are forwarded to the recipient in the most appropriate manner.
- To receive and record, if necessary, all post including general mail, recorded deliveries, special deliveries, and couriered items.
- To ensure his/her own health & safety and that of others who are in College, whether they are members of the College, employees or visitors.
- To patrol all buildings, grounds, and gardens within the College footprint (including satellite sites) and to lock any buildings found insecure, completing a checklist for each security patrol, including during vacations.
- To record the full details of contractors visiting the site.
- To respond quickly to any fire alarm and any other alarms and to take appropriate action.
- To report any deficiencies of fire appliances or any suspicion of tampering.
- To safeguard the issue, receipt and recording of all keys held, and to ensure that only authorised persons are given keys to College property, including keys for music rooms, sports facilities etc.
- To accurately maintain all registers which include the key, incident, and lost property registers.
- To be alert, to observe defects in buildings/services and report them to the appropriate College department.

- To resolve problems relating to maintenance / housekeeping requirements outside normal working hours.
- To deal proficiently with any unauthorised persons on College premises.
- To carry out checks of car parks and cycle racks and to arrange for the removal of unauthorised vehicles.
- To provide initial First Aid for injured or ill people, or to call an ambulance as required.
- To advise staff and students on the protection of personal & College property and to report any incidents which might affect the vulnerability of property to damage or theft.
- To ensure that College rules and regulations are observed at all times and that any transgressions by students or staff are reported accurately to the Head Porter
- To investigate and report any breach of security observed.
- To accurately record financial transactions using the Lodge till, including sales and daily cash-ups.
- Manage the daily room booking system (Kinetics).
- To assist, in any way possible, the smooth running of all conferences.
- Undertake training in relevant areas as required.
- Working at different College sites as necessary.
- The post holder will be required to be familiar with and work in accordance with, all College policies and procedures. Training will be given.
- To undertake any other duties and responsibilities appropriate to the post as directed by the Head Porter, Deputy Head Porter, and/or Junior Bursar.

***This job description may be subject to change following consultation between the Line Manager and Postholder***

## PERSON SPECIFICATION

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Educated to GCSE standard or equivalent, including English Language and Maths with a good understanding of spoken and written English.</li> </ul>	
Knowledge & Experience	<ul style="list-style-type: none"> <li>Proficiency in customer service skills (internal and external).</li> <li>Diversity awareness.</li> <li>First Aid qualified. Training supplied to appropriate level, if required.</li> <li>Working knowledge of relevant legislation for health and safety, fire safety, security, and data protection.</li> <li>Experience in handling cash.</li> <li>Experience of dealing with welfare issues.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working in a College, University or higher education establishment.</li> <li>Experience of working with CCTV.</li> </ul>
Skills & Competencies	<ul style="list-style-type: none"> <li>Proficient computer skills, including email, Word, and Excel.</li> <li>Have a flexible, well-organised and a 'can-do' approach to the varied and demanding workload and be able to work alone and as part of a team.</li> <li>Excellent interpersonal and communication skills - approachable, tactful, empathetic, confidential, and diplomatic with a sensitive manner, but firm and fair when necessary and the ability to deal with potentially difficult situations.</li> <li>Personal and professional integrity.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Reliable and trustworthy.</li> <li>• Accurate record keeping skills.</li> <li>• Ability to be calm and decisive under pressure.</li> <li>• Security conscious.</li> <li>• Smart appearance with a confident and assured manner.</li> <li>• Excellent telephone manner.</li> </ul>	
Other requirements	<ul style="list-style-type: none"> <li>• Ability to work night / weekend shifts, as per the shift pattern.</li> </ul>	

**As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.**

**Employment:**

<b>Salary</b>	Girton Single Spine Points 31 to 35, £28,081 - £31,387 per annum + benefits.
<b>Working arrangements</b>	Full-time. Hours are averaged per week over the year but are based on a 12-hour rotational shift pattern, with the average figure of 42 hours per week. Porters are expected to cover full 12-hour shifts.
<b>Contract term</b>	Permanent, subject to a six-month probationary period.
<b>Annual leave</b>	College employees receive 6.8 days of holiday per annum for every day in a normal working week, a day consisting of the same number of hours as a normal working day and the annual entitlement to holiday being in all cases 13.08% of normal annual working time, e.g.; Full time Porters work an annual average of 3.5 x 12 hour days per week and their holiday entitlement is therefore 3.5 x 6.8 = 24 x 12 hour days.
<b>Other</b>	<p>We also offer:</p> <ul style="list-style-type: none"> <li>Life Assurance 3 X Annual salary</li> <li>Employee Assistance Programme</li> <li>Workplace Pension</li> <li>Health Cash Plan (MediCash)</li> <li>Cycle to Work Scheme</li> <li>Electric Car Scheme</li> <li>Gym &amp; swimming pool</li> <li>Free Staff Lunch and refreshments</li> <li>Staff discount to hold private events in College</li> <li>Local Discounts via the University</li> <li>Access to a Holiday Playscheme</li> <li>Outdoor clothing supplied.</li> </ul> <p><b><i>Some of the above are non-contractual</i></b></p>