

# St Edmund's College

University of Cambridge

<b>Job Title</b>	Porter (Casual - Night)
<b>Department</b>	Porters' Lodge
<b>Location</b>	St Edmund's College (owned or occupied buildings)
<b>Reporting to</b>	Head Porter
<b>Length of Appointment</b>	Zero-hour contract
<b>Nature of Post</b>	8-hour shift
<b>Salary Range</b>	£14.19 per hour

## Main Purpose

The Porters' Lodge is a key service to the College, providing a contact Porter point for mature students (over 21), Fellows, staff, visitors and guests, helping to facilitate all their individual needs.

The Porters' Lodge work within their small teams and have responsibility for the day-to-day operation of the front desk, security and general operation of the College.

## Key duties & responsibilities

- Greeting visitors - acting as the first point of contact both virtually and face to face.
- Providing a welcoming checking in service for students, guests and staff as appropriate whilst ensuring access control.
- Being the first point of contact, dealing with emergencies (security, fire and first aid).
- Contacting facilities support out of hours.
- Checking vehicle parking rights, issuing notice, and reporting accordingly.
- Carrying out security patrols and having an oversight of the security cameras.
- Be aware of individuals on site and challenging unknown persons.
- Recording delivery and sorting/ franking of parcels and post.
- Top-up meal cards.
- Create meeting room bookings.
- Proactively support all the colleges events as required.
- Assisting in all procedures/events for the start of term/end of terms.
- Work with colleagues to share best practise and ensure policies are adhered to
- Ensure the upkeep of the College, report any problems as necessary and help to keep the College litter free.
- Suggest and implement new ways of working and ideas, be an advocate for Continuous Improvement.
- Adhere to Health and Safety policies and procedures
- Complete ad hoc tasks as required

## Person Specification

### Experience

- Experience in Customer Service, reception, or Conference/Hotel environments.
- Experience of using Microsoft Word, Excel and IT systems.
- Experience providing training and onboarding.
- Experience in a college or security/ site safety environment. (Desirable)

### Skills

- Excellent organisational skills.
- Ability to remain calm under pressure always ensuring accuracy, even when dealing with conflicting issues/ interruptions.
- Appreciation of importance of customer care and ability to put this into practice.
- Ability to work in a small team, providing cover and support for colleagues, communicating well with colleagues.
- Ability to negotiate and to create good working relationships both internally and externally.
- Ability to think creatively and challenge the status quo.

### Qualifications

- Not Applicable

### Budget Holder

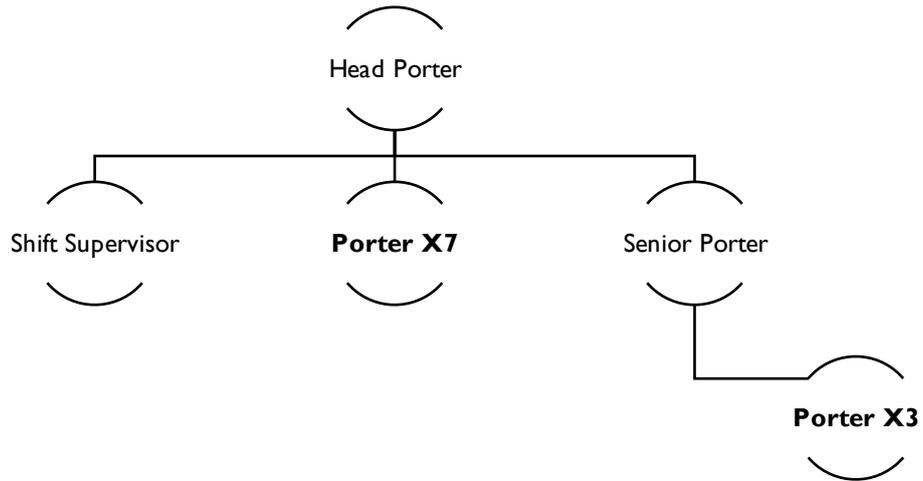
Budget Holder (YES/NO)	Budget responsibility	Input into budget
NO	This is budget the individual has overall responsibility for.	This is where the individual may be required to use another's budget.

### Line management responsibilities

The duties of your employment are such management, supervisory, administrative and other duties may be assigned to you. You are required to participate in any performance management arrangements.

Number of direct reports	Total number of reports
0	0

## Org Chart



## Decisions

Decisions which should be made by the individual	Decisions which the individual will need to escalate

## Specific H&S responsibilities

- First Aider
- Fire Marshall
- Evac Chair