Job Title: College Porter

Department: Porters’ Lodge

Responsible to: Head Porter

Purpose of Job: The Porters’ Lodge is the central point for information and assistance for Fellows, students, staff and all other visitors including alumni, conference attendees, guests and contractors. The Lodge provides an efficient and effective front reception, welcoming people to the College and providing a positive first impression, helping them with their enquiries and providing security, safety and welfare.

Duties and responsibilities:

1. Customer Services
   • Welcoming all callers to the Lodge - staff, Fellows, students, alumni, guests, contractors and tourists.
   • Taking ownership for the management of enquiries, problem solving and provision of a consistent first-class service to all College members, staff and visitors across the whole College estate.
   • Working with other College departments to ensure any issues are dealt with effectively.

2. Security
   • To manage the issue and return of all keys (including the management of mechanical key sets and programming electronic lock access).
   • To operate the intruder alarm and electronic locking system, secure buildings and to respond to any intruder alarms.
   • To carry out security patrols of all College premises (including both Old House and Leckhampton) as required.
   • To monitor the surveillance camera system and maintain records accordingly.
   • To investigate, respond to and manage security incidents relating to the College.
   • To deal efficiently with lost and found property.
   • To liaise with third party security providers and the Police as necessary.
3. **Fire Safety**
   - To carry out fire safety patrols of all College premises (including both Old House and Leckhampton).
   - To investigate any alarms or faults received, including those involving commercial premises, assisting the Fire Service as required and maintaining records.
   - To carry out checks and tests of fire safety systems including fire extinguishers, sounders, manual call points, emergency door exit releases, fire warden equipment and fire doors.
   - Operation of evacuation equipment.
   - Delivery of fire safety briefing to visitors.

4. **Welfare, Health and Safety**
   - Assist in the implementation of the College Health, Safety and Environmental Policy.
   - Delivery of First Aid, including operation of a defibrillator and maintenance of first aid equipment.
   - Provide an immediate response to incidents involving student physical and mental welfare, referring to relevant persons as appropriate.
   - Contribute to the College response to health issues or disease outbreaks e.g., COVID-19.

5. **Discipline**
   - To ensure that all students observe the College Rules, using discretion where appropriate to manage minor infringements and to report any serious lapses in discipline to the appropriate authority.

6. **Ceremonial Duties**
   - To raise and lower College flags as required.
   - To ring the College bell for Chapel and Dining Hall events.
   - To assist with the organisation and delivery of special events, conferences, feasts and College ceremonies.

7. **Administration**
   - Maintaining electronic log of activities and various databases/registers (including keys, locks and parcels).
   - To utilise various computer systems for specialist use and general information.
   - To provide retail services.
   - Labelling of pigeonholes.
   - Administration of room booking system, ensuring that student leases are completed.
   - Provision of guest room check in service.
   - Handling sensitive and confidential information in an appropriate way and running reports as required.
   - Book taxis as needed for staff and College members.
   - Manage car parking authorisation and cycle registration.
   - Operating telephone service, redirecting calls as required and taking messages.
   - Management of Porters’ email account.
   - Manage incoming and outgoing mail and parcels and distribute as required.
   - To provide mail services to College members including the use of specialist services e.g. recorded and special delivery.
8. Other Duties

- Complete all required College training, attend any staff meetings and any other reasonable duties as requested.
- Respond to complaints/enquiries from residents and businesses.
- Arrange changes in work routines to cover operational requirements, working overtime when required.

The above is not an exhaustive list and the postholder may be expected to undertake other related duties as required by the Head Porter. The list of duties may be subject to revision at the end of the probationary period.

**Person Specification**

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td>A minimum of 5 GCSES (or equivalent qualification or relevant experience)</td>
<td>Customer Service qualification</td>
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<td>First Aid qualification or willingness to undertake first aid training</td>
<td>Prevent trained</td>
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<td><strong>Knowledge/Experience</strong></td>
<td>Previous experience in a front-facing or customer service position</td>
<td>Experience of working in a College or Higher Education setting</td>
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<td><strong>IT Skills</strong></td>
<td>Demonstrable competence with computer systems including Word, Excel and Outlook</td>
<td>Kinetics booking system (KX)</td>
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<td>Ability and enthusiasm to learn new IT systems and enhance skills.</td>
<td>CCTV</td>
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<td>Ability to self-motivate and prioritise workload.</td>
<td>Fire Alarm systems</td>
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<td>Ability to remain calm under pressure.</td>
<td>Salto system</td>
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<td></td>
<td>Friendly attitude with a demonstrated ability to provide customer care and service.</td>
<td>Chubb Alarm system</td>
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<td>Ability to work both alone as well as part of a team.</td>
<td>Online Parcel/Key system</td>
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<td>Mature attitude with the ability to exercise firm but caring control of students and visitors.</td>
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<td><strong>Skills</strong></td>
<td>Excellent verbal and written communication skills.</td>
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<td>A good listener.</td>
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<td>Excellent telephone manner</td>
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<td><strong>Personal Qualities</strong></td>
<td>Conscientious, hardworking and reliable</td>
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- Honest and trustworthy
- Ability to develop and maintain good working relationships with other team members and departments.
- A desire to learn.
- Smart in appearance.

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<th>Physical/Special Requirements</th>
<th>Driving Licence</th>
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<td>- The ability to climb flights of stairs at regular intervals and to carry out regular foot patrols, including to buildings located some distance from the main College.</td>
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<td>- Evacuations of buildings may require the operation of evacuation equipment i.e., chair and mat.</td>
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<td>- Flying the College flags requires the employee to use a ladder.</td>
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<td>- Ability to ride a bicycle</td>
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Issued by Department Head

…………………………………..Name

…………………………………..Signature

…………………………………..Date

Accepted and Understood by Postholder

…………………………………..Name

…………………………………..Signature

…………………………………..Date

*This job description will be reviewed periodically when additions and amendments may be made.*