

EMMANUEL COLLEGE



JOB SPECIFICATION for Relief Porter

LINE MANAGER – Head Porter

BACKGROUND INFORMATION

The Relief Porter role is extremely diverse, always requiring a professional and courteous manner along with tact, flexibility, and a high degree of sensibility. The primary role of the Relief Porter is the security of the College and the health and welfare of all members and guests. The post requires self-reliance and resourcefulness on the part of the post holder when carrying out the duties outlined below. The Porter's Lodge is the first point of contact for visitors to the College therefore Porters perform a very important front of house role. The Porter's Lodge is open 24 hours a day, 7 days a week meaning the shift pattern for this full-time post is varied and could be during the day, evening or night.

The College is a busy and friendly environment located in central Cambridge, and we welcome applications from all individuals, regardless of their background.

SKILLS REQUIRED

Excellent customer service and communication skills, good IT skills, attention to detail along with the ability to deal effectively with a wide range of people and a variety of tasks in a helpful and flexible manner; an inquisitive, outgoing, and lively personality with a mature approach to the duties allocated.

PRINCIPAL RESPONSIBILITIES

Using own initiative but under the direction of the Head Porter or Deputy Head Porter, to ensure timely completion of work, in accordance with instructions as may from time to time be issued by the College, in connection with a variety of duties in the following areas:

1. Competently deal with a variety of Fire Procedures, including the activation and resetting of the various fire systems in the College, and the related action necessary when an incident occurs.
2. Respond to matters of security both within the main College site and the College properties away from the main site.

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3. Recording, issue, and subsequent return of keys/computer generated key cards from all authorised persons in accordance with current procedures.
4. Monitor College CCTV system.
5. Take the necessary action to prevent or contain any incident that could cause damage, loss, or a risk to safety within the college.
6. General reception duties: these duties are wide ranging and include answering of general enquiries, direction of visitors, answering and dealing with incoming telephone calls and e-mails and the sale of postcards and other sundry items.
7. Sorting or redirecting to the relevant party of all letters and parcels received at the Porters Lodge from a variety of sources. Franking and recording mail leaving the College and transporting the outgoing mail to the local post office.
8. Be aware of and ensure that the various members of the College adhere to the College Rules, reporting any breach of College Rules to the Head Porter
9. Hold a current, valid First Aid certificate and be familiar with administering First Aid when required (Training will be given). Mental Health First Aid training will be given.
10. To assist as required at official College functions and events and those run by outside organisations where necessary.
11. The observance of recognised safety procedures and various College Policies including, but not limited to, the College Health & Safety policy, the Equal Opportunities Policy, the Computer Acceptable Use Policy and the College General Data Protection Regulations.
12. Any other duties and responsibilities consistent with the role of Porter as may be reasonably requested from time to time.

The above list of duties is not intended to be exhaustive since the role of Porter is constantly evolving - emphasising the need for the Porter to react to various circumstances as they arise.

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PERSON SPECIFICATION

JOB TITLE	GATE PORTER	
PERSONAL SPECIFICATION	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • GCSE (or equivalent) English and Mathematics 	<ul style="list-style-type: none"> • Full valid driving licence
Skills & knowledge	<ul style="list-style-type: none"> • Good IT skills, including MS Office • Good administrative skills and attention to detail • Excellent customer service skills 	<ul style="list-style-type: none"> • Knowledge of Fire Safety Procedures
Relevant Experience	<ul style="list-style-type: none"> • Experience working within a varied customer facing role. 	<ul style="list-style-type: none"> • Experience of working in a range of customer facing roles
Personal Attributes	<ul style="list-style-type: none"> • Excellent communication skills both verbally and in writing and ability to communicate effectively with a wide range of people. • Ability to remain professional & calm under pressure. • Good organisational skills. • Ability to work as part of a team and also independently with a minimum of supervision. • Flexible approach to work and adaptive to change and variety. • Ability to use own initiative and develop/improve working practices. 	
Special Conditions (e.g. must hold driving licence/able to work weekends)	<ul style="list-style-type: none"> • Will be required to work a 24/7 shift pattern throughout the year. 	<ul style="list-style-type: none"> • Hold a current, valid First Aid Certificate and be familiar with administering First Aid (training will be provided)
Membership of a Professional Body	N/A	
Other Requirements	<ul style="list-style-type: none"> • Ability to maintain absolute confidentiality. 	