Further particulars relating to the post of Deputy Head Porter

The College
Although Emmanuel College is part of the University of Cambridge, the relationship between College and University is academic rather than administrative. In all matters relating to finance and staff management, the College is completely autonomous. Staff are directly employed by the College, which handles all contractual and personnel matters. The College is a registered charity, with the members of the College Council as its Trustees; it is subject to supervision by the Charity Commission.

The College is run by a Governing Body, which is made up of the senior academic members of the College, known as the Fellowship. The Governing Body is assisted by the College Council and a Committee structure.

The role of the Master, who is the senior member of the College, is in some way similar to that of the Chairperson of the Board of Directors in industry. The "Directors" at Emmanuel College are certain Fellows who also act as College Officers: the Bursar, who is responsible for College financial, administrative and estate matters, including overall care of the fabric of the College, and for the staff who maintain and sustain it; the Senior Tutor, who has overall responsibility for the administration of student admissions to the College and its academic life including the administration of the Tutorial function and day to day student tutorial and welfare matters.

The Post
The Deputy Head Porter is a diverse role primarily responsible for the day to day running and the delivery of services within the Porters Lodge, the security of the College and the health and welfare of all members and guests. The shift pattern for this full-time post is 24 hours a day, 7 days a week, working an average of 40 hours per week.

The Deputy Head Porter, alongside the Head Porter, represents the face of the college to the many groups that interact with the college and the team and will maintain a professional approach to the role at all times.

Person Profile
The role requires the ability to work well with others and the flexibility to work successfully within a busy environment. There are periods of intense activity, such as the start of term, and others of relative quiet which provides an opportunity to complete necessary administration tasks and training.

Education & qualifications
The successful candidate should have GCSE (or equivalent) English and Maths. A full driving licence would be advantageous.

Specialist knowledge & skills
The successful candidate will possess a range of skills including, but not limited to, the ability to work as part of a team, the ability to work with minimal supervision, experience of dealing with a variety of situations both sensitively but firmly and with discretion, the ability to develop good working relationships with many users, excellent customer communication skills along with good IT skills and a high degree of professionalism.
Interpersonal & communication skills
The successful candidate will possess a helpful manner and have excellent communication skills at all levels along with the ability to deal effectively with a wide range of people.

Relevant Experience
Although not essential the successful candidate will have gained a variety of experience from a range of customer facing roles.

The Rewards
The College Terms and Conditions of Employment provide for:

- A final salary contributory pension scheme, including life insurance benefit,
- 25 days annual holiday, in addition to the 8 statutory and public holidays in a full holiday year
- A meal is available at lunch time at College expense
- A scheme for payment whilst staff are incapacitated due to ill health is operated
- Travel to work loan scheme is available
- Use of the College Gym

The salary range is from £29,668 to £31,530 per annum, inclusive of shift allowance, depending on experience.

Application process
Applications should be via completion of the enclosed application form and sent to the address below with a covering letter. The closing date for receipt of completed applications is 5pm on Wednesday, 9th November 2022.

Please note this position may be withdrawn at any point should a large number of applications be received.

Applications should be marked “Strictly Private and Confidential” and sent by email to hr@emma.cam.ac.uk