JOB DESCRIPTION for the post of Deputy Head Porter (Full-time)

LINE MANAGER – Head Porter

RESPONSIBLE FOR – Gate Porters in the absence of the Head Porter

BACKGROUND INFORMATION

The Lodge operates 24 hours a day, 365 days a year (including over the Christmas period). The Lodge is the first point of contact for most visitors to the College and a central point of communication. Security of the College is vital to the effective functioning of its operations and supportive to the welfare of students.

The Porters’ Lodge is critical for day-to-day communications within the college, and outside, and is a focal point for information, and controlling and co-ordinating both scheduled and unexpected visitors to the College.

The main functions of the Porters’ Lodge include:

- the security of the college.
- Customer facing role and first point of contact for all guests to the College.
- Support the College Tutors in providing welfare support to students.
- Central point of communication.

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.

PURPOSE OF THE JOB

The Deputy Head Porter has team leader responsibility for staff within the Porters’ Lodge. At busy times, such as arrivals day, graduations and in the absence of the Head Porter, the Deputy Head Porter will be responsible for the day to day running the Lodge, and supports for the delivery of the services provided by the Lodge.

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.

PRINCIPAL RESPONSIBILITIES
Staff Management:
- Motivate and support Gate Porters in carrying out their Lodge duties effectively,
- Assist the Head Porter with the Lodge’s shift rotas,
- In Liaison with the Head Porter monitor training needs of staff within the department and arrange training as necessary,
- In liaison with the Head Porter provide general support to staff within the Porters Lodge
- Organise and monitor Porters’ team annual leave records,
- Provide support to the Head Porter in ensuring that all Porters, including the Head Porter and Deputy Head Porter, are qualified in First Aid, MHFA and all fire related training and IT skills.
- Support the Head Porter in supervising the conduct of the Porters’ team to ensure that high standards of professionalism and customer service are maintained at all times.
- The Deputy Head Porter will be required to cover on-call duties as required.

Reception duties:
This customer facing role within the College provides the first point of contact for students and visitors to the College. Porters are expected to react appropriately, and always with courtesy and patience.
- Carry out own Reception duties in a highly professional, courteous and helpful manner.
- Provide and update vital information as required to ensure that the most up to date information is available at all times.

Teamwork:
The Porters’ Lodge is a central hub of information and activity.
- Promote good and willing collaboration between the Lodge and other College departments
- Ensure questions and requests for information e.g. relating to accommodation, housekeeping, catering, conferences and maintenance emergencies are addressed fully and efficiently.
- Ability to work effectively but remain calm under pressure.
- Support the team especially for Annual leave and sick leave.
- Excellent Team Building skills, working to provide a stable environment.

Security:
The Deputy Head Porter will assist with security of the College premises and adjacent properties in particular with unwelcome guests to the College, with the assistance of an external security company where necessary.
The Porters Lodge is responsible for the security of the keys of the College and ensuring that any concerns are reported to the Head Porter immediately, e.g. missing keys.
Break-ins, fire alarms, lost property, disturbances, intruders, and car parking all require a primary response from the Porters.

In addition, the Deputy Head Porter assists in compiling documents to for Porters in the operation of the College Salto system and other security or fire safety systems.
As necessary, the Deputy Head Porter will attend student functions, such as Formal Halls and Society dinners, to ensure appropriate behaviour is maintained at all times.
First Aid/MHFA:
All Porters are required to undertake training and maintain a current First Aid and Mental First Aid Certificate.

Fire Duties:
Proactively co-operate and support the Head Porter and Fire Officer in fire procedures within the College.

Maintenance:
Corresponding with maintenance regarding repairs using the correct call out procedures for out of hours’ emergencies.

Post:
Incoming mail is received by the Lodge and distributed to pigeonholes daily. Producing ‘best practice’ guidelines for the Porters and training the porters in the CASC system regarding parcels.

Cash sales:
Various items such as postcards and books are sold by the Lodge. To help train the Porters to use the cash till.

Special Occasions:
The Deputy Head Porter is required to be on duty when called upon in conjunction with the Head Porter at the time of Guest Nights and College functions, and will participate in the preparations of graduations.

On Call:
The Deputy Head Porter will alternate with the Head Porter 24/7 call out and may be called upon at any time if there is an emergency or staff absence.

The Lodge:
The Lodge must be maintained in a clean and tidy state. Records, logs and notice boards must be kept up to date. The post-holder will undertake any other reasonable duties as required by the College from time to time.

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<tr>
<th>PERSONAL SPECIFICATION</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td>Skills &amp; knowledge</td>
<td>Ability to work well as part of a busy team but also independently.</td>
<td>Experience of planning for service delivery.</td>
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<td>Ability to work with minimal supervision.</td>
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Experience of dealing with a variety of situations with sensitively and firmly but with discretion including with any difficult situations involving staff, guests or members of the public.

Ability to develop good working relationships with all the users of the college facilities including fellows, students and staff as well as with other colleges, the university and other users of the college.

A high degree of professionalism and strong code of ethics.

Demonstrable experience of staff leadership, management and motivation along with effective team-working and the ability to build strong working relationships.

Excellent communication at all levels including verbally and in writing.

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<tr>
<th>Relevant Experience</th>
<th>Previous experience of a Porter’s role, or working at a similar environment.</th>
<th>Previous experience in a similar supervisory role.</th>
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<td>Personal attributes</td>
<td>Smart appearance in this front of house role.</td>
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<td>Excellent people management skills and a flexible approach to work.</td>
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<td>Special Conditions</td>
<td>The ability to be On-call duty in this role is essential alternating weeks will be shared with the Head porter. Must be able to be called upon in an emergency at any time.</td>
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