

JOB DESCRIPTION

Job Title: Relief Assistant Porter

Department: Porter's Lodge

Reports to: Duty Senior Porter under the overall direction of the Head Porter and Deputy Head Porter.

Background to the post

Trinity College is located in the centre of Cambridge with a site extending west from Sidney Street across The Backs to Grange Road, occupying some ten acres in all. The largest College in Cambridge, Trinity has some 700 undergraduates, 400 postgraduates and about 190 Fellows: the College staff number around 350.

Due to its long and distinguished history, the College receives a large number of visitors and tourists throughout the year. At certain times of the day, access to some parts of the College will be restricted or not possible for reasons of security and public safety.

Assistant Porters are employed to ensure that the tourists have an enjoyable and informative visit without adversely affecting the normal life and work of the College. They will assist with access to areas of the College with the minimum impact to College members, staff, and visitors.

The most important qualities required of the Assistant Porter are tact and diplomacy, approachability, and smart presentation.

Main purpose of the job:

To support and assist the College in the management of tourists and other visitors and assist with providing scripted tours for tourists to designated areas of College communicating important features and facts for their enjoyment and education and to assist with the Porter's Lodge response to all emergencies.

Duties:

1. To guide College members and staff, and the control of visitors whilst within College.
2. The supervision of tourists in particular buildings and conduct guided tours of designated areas of the College.
3. The control of parking of vehicles in New Court and on The Avenue (in line with current instructions and policies).
4. Assist where necessary with College functions.
5. Assisting tourists with general enquiries and information and with the pass scheme for tour parties.
6. Collecting admission charges and the sale of selected items.
7. Assistance with emergencies in College, as directed by the Head Porter, Deputy Head Porter or Duty Senior Porter.
8. To report immediately any breaches of security or crime to the Senior Porter and assist as required with any follow up action.

9. To provide first aid support by using first aid training and following College procedures in relation to reporting.
10. Such other duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Knowledge and skills required

1. Good communication and interpersonal skills.

The successful candidates will also be expected to acquire:

2. An in-depth knowledge of the College, security policies and procedures.
3. A sound knowledge of the history of the Trinity College.
4. Qualified first aider certificate or training in order to respond to medical emergencies.
5. Fire Marshall qualified.
6. A sound knowledge of College fire procedures.

Approach to Work

1. Flexibility to cover shifts which may be at short notice due to absences.
2. A clean and smart appearance is expected at all times whilst within the College bounds and the uniform provided should be worn in the manner approved by the Head Porter.
3. Excellent communication skills in order to deal with issues with tact, discretion and in confidence.
4. Ability to respond to enquiries in an enthusiastic, friendly, professional, and helpful manner at all times.
5. Ability to relate to a diverse range of people, treating everyone with respect, dignity and fairness.
6. Ability to deal with any emergency situation in a calm and efficient manner reacting quickly to the situation but remaining in contact with the Senior Porter.
7. To be reliable and to maintain excellent timekeeping in order that shifts are fully staffed at all times.

Teamwork

1. Proactively share knowledge with team members.
2. Develop productive working relationships with colleagues in the department and throughout the College.

Safety awareness

All workers must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

Physical aspects of the role

The duties may involve walking considerable distances and standing for periods of time, sometimes in inclement weather.

Other information

Hours will be agreed on a casual basis, which will include some weekends and bank holidays. A uniform is provided of suit, raincoat, overcoat, bowler hat, Panama hat, jumper, shirts/blouses, tie, and shoes. Porters are not permitted to consume alcohol whilst on duty, or to have consumed alcohol prior to coming on duty.

General Information

The College is open to the public throughout the year; however, on certain dates the College will be closed to the public and on occasions to all except College members. The Assistant Porters will continue to work during these periods.

DBS disclosure

A satisfactory disclosure from the Disclosure and Barring Service will be required. The College will pay the fee of obtaining the disclosure. Further information about the disclosure scheme is available from: <https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>