

JOB DESCRIPTION – 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 from the Great Gate admission kiosk.
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. 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.
2. Excellent communication skills in order to deal with issues with tact, discretion and in confidence.
3. Ability to respond to enquiries in an enthusiastic, friendly, professional, and helpful manner at all times.
4. Ability to relate to a diverse range of people, treating everyone with respect, dignity and fairness.
5. 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.
6. 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.

Training and development

1. Willingness to undertake training in order to carry out job role more effectively or to take on new responsibilities.
2. Willingness to implement any such training into job role.

Safety awareness

All staff 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.

The jobholder must be prepared to work additional hours, as requested by the Head Porter or Deputy Head Porter. Annual leave will be arranged by the Head Porter or Deputy Head Porter to be taken at such times as are convenient for the College and subject to the availability of staff cover.

Other information

A shift system is in operation, which consists of five days on duty and five days off including weekends and bank holidays. Daily working hours may vary to meet the needs of the College. 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 before completion of the probationary period. The College will refund the cost of obtaining the disclosure. Further information about the disclosure scheme is available from: <https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

EMPLOYMENT DETAILS

Salary: £18,386 per annum pro rata (£26,313 FTE).

Hours: 40 hours per working period, working 5 days on, 5 days off.

Holiday: 25 working days plus 8 public holidays (pro rata for part-time post holders). Annual leave (including time taken in lieu of bank holidays) will be arranged by the Head Porter or Deputy Head Porter to be taken at such times as are convenient for the College and subject to the availability of staff cover. An additional day is awarded at 5, 10 and 15 years service.

Meals: Meals are provided for those staff when on duty.

Pension scheme: A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out. Employer contribution up to 16%.

Family friendly procedures and policies including generous maternity benefits

Private Health Care: The College offers free health care currently through Aviva. Membership of a dental care scheme is also available. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit and there is the option for family cover.

Cycle to Work Scheme: There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, up to a maximum value of £6,000.

Employee Assistance: The College also provides access to a free and confidential telephone and web-based information and support service that puts staff (and family) in touch with caring and professional consultants and counsellors.

Gym: Membership of the College gym is available for a modest fee. Inductions are compulsory.

Sports & Social Club: The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event, family fundays and staff family Christmas party.

College Punts: Use of college punts at a subsidised rate.