



## Trinity College Cambridge

### JOB DESCRIPTION - GATE PORTER

#### Background to the post

At Trinity College, the Porters team of 32 provide a 24/7 operation for the College community and visitors ensuring the safety and security of its members and estate. The 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 over 1000 students, 187 Fellows and around 320 staff.

#### Reports to:

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

#### Main purpose of the job:

To maintain safety and security across the College. Greeting and welcoming students and visitors ensuring everyone is treated with respect dignity and fairness. The porters are the public “face” of Trinity, whilst also providing first response to situations, including giving first aid and answering fire and other alarm calls. In giving Gate Porters this responsibility, a high level of trust and confidence is placed on them by the College.

#### Duties:

- To staff the Porters Lodge reception desk including meeting and greeting all visitors, dealing with enquiries from a variety of students, staff, Fellows, guests, and others, issuing and collecting keys and operating the telephone enquiry point, in a polite and professional manner at all times.
- To welcome and assist tourists that are visiting the College with general enquiries, directions, and with the pass scheme for tour parties.
- To staff designated external entrances to the College and deal with enquiries from visitors and members of the public in a customer-focused way whilst still maintaining the security of the College.
- To maintain the security of the members of the College by locking and unlocking gates and doors at designated times and patrolling the premises and grounds as required.
- To deal efficiently and professionally with unexpected emergencies, including death, bomb scares, fire, first aid and vagrants, following College procedures at all times.
- To provide first aid support by using first aid training and following College procedures in relation to reporting.
- To help in maintaining the discipline of junior members and respect for college regulations in a polite but authoritative manner, at all times.

- To check for unauthorised parking and advise the Senior Porter accordingly.
- To deliver and collect mail promptly, including parcels, within and outside the College.
- To check fire extinguishers on a regular basis to ensure none are missing or have been used, reporting any irregularities to the Senior Porter.
- To undertake specific duties either within the normal shift or by overtime, for various functions, including Feasts, College functions, student events including parties and May Balls, and any other additional activities that may arise from time to time.
- To submit reports to the Head Porter in relation to events which occur within a shift.
- To study and become familiar with the policies, regulations, and conventions of the College.
- To undertake such other duties as may be assigned from time to time, by the Senior Porter on duty or by the College management.

The College reserves the right to make reasonable changes to the duties and requirements in the job description which may be necessary to meet the changing needs of the job or to reflect the latest technology or best practice.

### **Person Specification**

In order to perform these duties a Gate Porter must have the following skills, attributes, and knowledge. Candidates should ideally possess the qualifications on appointment. The successful candidate will be expected to acquire any missing skills and qualifications by training on-the-job and/or by attending courses.

- Good understanding of customer-focused practices.
- In-depth knowledge of the College security policies and procedures.
- In-depth knowledge of College fire procedures keeping up to date with new regulations.
- Qualified first aider in order to respond to medical emergencies.
- Understanding of College regulations in relation to students.
- Understanding of Royal Mail services and other independent mail providers. Advising users of appropriate postal services.
- Qualified Fire Marshal in order to respond to all fire emergencies.
- Computer skills including a working knowledge of Word and Excel.

### **Approach to work**

- Must be friendly, welcoming, and able to respond to enquiries in a professional, enthusiastic, friendly, and helpful manner at all times.
- Must be trustworthy and honest.
- Excellent communication skills in order to deal with issues with tact, discretion and in confidence.
- Ability to relate to a diverse range of people, treating everyone with respect, dignity, and fairness.

- 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.
- Use initiative to deal with a variety of situations but within College policies and procedures.
- To be dependable and to maintain excellent timekeeping in order that shifts are fully staffed at all times.

### **Teamwork**

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

### **Training and development**

- Willingness to undertake training in order to carry out job role more effectively or to take on new responsibilities.
- 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 will involve climbing stairs, walking considerable distances, and standing for periods of time, sometimes in inclement weather.

### **Other information**

A uniform is provided, and it will consist of a suit, raincoat, overcoat, bowler hat, shirts/blouses, tie, and shoes. The uniform must be worn at all times whilst on duty. Porters are not permitted to consume alcohol whilst on duty, or to have consumed alcohol within a five-hour period prior to coming on duty.

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:** £26,000 per annum

**Hours:** A shift system is in operation, which will include evening and night duties. The average working week is 39 hours. The job holder must be prepared to work additional hours, as requested by the Head Porter or Deputy Head Porter.

**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.

**Meals:** Meals are provided for staff whose duties cover this period.

**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.

**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.

**Travel:** The College cannot provide car parking for all its staff, and many use Park and Ride sites or cycle. 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 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.