

JOB DESCRIPTION – HEAD PORTER

Background to the post

At Trinity College the Porters' team provides a 24/7 operation for the college community and visitors. The College is located in the centre of Cambridge with a site extending 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, 190 Fellows and around 320 staff.

The Porters are the public “face” of the College and the team is responsible for:

- providing a welcoming hospitable front desk function to members of the College community as well as visitors;
- managing the flow and access of tourists and other visitors to the College;
- ensuring tourists have an enjoyable and informative visit without adversely affecting the normal life and work of the College;
- the security of the College community and estate;
- responding to out-of-hours emergencies;
- providing first response to situations, including fire and other alarm calls;
- providing first aid;
- maintaining the College postal system;

Purpose of the Role

The role of Head Porter, a senior leadership role, is crucial to College life and involves wide ranging demands and challenges.

Reporting to the Junior Bursar, this role makes a vital contribution to the smooth running of the College, through collaboration across a varied and diverse community, and a large estate. The role is responsible for the development, enhancement, and implementation and monitoring of the College's security and safety and will be expected to shape the future direction of this critical function.

The role also provides first class ‘front of house’ leadership, responsible for building and embedding a culture of strong customer service.

Key responsibilities:

Leadership & Management

- As a Head of Department, be an active and collaborative participant in the college's leadership team and a positive role model within the college community
- Lead and develop a team of around 30 including Porters
- Demonstrate an inclusive management style and build an inclusive and collaborative team atmosphere

- Design and implement ways of working that result in a high performing team, including identifying development or training needs, nurturing talent and managing any under performance
- Continually seek to develop own management style and knowledge
- Ensure team is working within and fully compliant with relevant HR policies and procedures of the college

Customer Service

- Responsible for first class 'front of house' service to all college members and external visitors which is welcoming to all
- Ensure customer standards are delivered by the team

Health and Safety, Fire and Security

- Support the day to day operational delivery of a safe and secure estate
- Provide advice and recommendations on safety, fire and security in relation to planned events.
- Arranging the security of distinguished visitors

Site management

In collaboration with other areas of college:

- Manage the provision of a range of support services to college members and external audiences to ensure the smooth and efficient running of the College including post, car parking, sports bookings and telephony.
- Manage site logistics for events and VIP visits
- Manage the tourism operations in a safe and secure manner with minimum disruption to the day to day running of the College.

Other information

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>

A uniform is provided to be worn whilst on duty.

Working hours

Normal hours for this post are 39 hours per week, although occasional out of hours working would be required. The Head Porter will be required to attend or put in place a system of out of hours cover, major incidents.

HEAD PORTER PERSON SPECIFICATION

Experience and knowledge

Essential

- Leading and developing a high performing team
- Experience of providing excellent customer service
- Managing the safety and security of a 24/7 operation of a large site.
- Experience of managing budgets

Desirable

- Experience of delivering a similar function across a college, residential accommodation or heritage environment

Skills and personal attributes

Essential

- Excellent communications skills across all audiences
- Calm and able to work under pressure
- A drive for continuous improvement
- Problem solving skills
- Ability to take into account differing views or priorities before making balanced recommendations or taking action
- Professional that acts with discretion and tact even in challenging situations
- Build a strong internal and external professional network to maintain best practice, understand trends and collaborate with others

EMPLOYMENT DETAILS

Salary: £55,700 per annum

Hours: Normal hours are 39 per week

Holiday: 25 working days plus 8 public holidays (pro rata for part-time post holders). An additional day is awarded at 5, 10 and 15 years' service.

Meals: Meals are provided for 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%.

Non-Contractual Christmas Bonus

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