JOB DESCRIPTION

Head Porter

Introduction
The Porters team of 32 provide a 24/7 operation for the college community and visitors.
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;
- enforcing the College Fire Policy including carrying out and maintaining all fire risk assessments, arranging and conducting fire training

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 the Porter’s Lodge team which includes fire safety
- 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

Fire Safety and Security

• Manage and develop the College's fire safety arrangements to ensure compliance with fire legislation.
• Lead the day to day delivery and continuous development of security services to ensure that the College sites are secured and safe.
• Provide advice and recommendations regarding capital investment on security and safety of fire upgrades.
• Provide advice and recommendations on safety, fire and security in relation to planned events.
• Arranging the security of distinguished visitors
• Lead on the investigation and reporting of major college incidents affecting security, fire and safety ensuring that preventative measures are implemented to minimise future occurrences.

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.
PERSON SPECIFICATION

Qualifications

• Relevant security and fire qualifications.

Experience and knowledge

Essential

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

Desirable

• Experience of managing fire and safety arrangements within a historic building/site.

Skills and personal attributes

• Calm and able to work under pressure
• A drive for continuous improvement
• Excellent communications skills across all audiences
• 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

Working hours

Nominal hours for this post are 39 hours per week. The Head Porter may be required to “out of hours”/major incidents at any time.

The College is willing to consider flexible working and candidates should indicate at the point of application if they have any preferred working requests.
EMPLOYMENT DETAILS

Rate of Pay: £52,000 per annum.

Hours: 39 hours per week.

Holiday: 25 working days plus 8 public holidays (pro rata for part-time post holders).

Probationary period: 9 months.

Meals: Free lunch is provided for staff whose duties cover this period when working in College.

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: Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility.

Employee Assistance: The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.

Cycle to work Scheme: 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.

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 who organise events and outings.

Access to College: The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.