

JOB DESCRIPTION – PORTER

Background to the post

At Trinity College, the team of Porters 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, 190 Fellows and around 350 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 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 assist with providing scripted tours for tourists to designated areas of College communicating important features and facts for the enjoyment and education of the visitors.
- 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 points and extinguishers on a regular basis, reporting any irregularities to the Senior Porter.
- To undertake specific duties for various functions, including Feasts, College functions, student events (parties and May Ball) 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.

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.

Other information

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, and standing sometimes in inclement weather.

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.

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>

PERSON SPECIFICATION

Qualifications		
First Aid Qualification	Desirable	Training can be provided
Trained in the use of defibrillator equipment	Desirable	Training can be provided
Trained in the duties of a Fire Warden	Desirable	Training can be provided
Experience		
Experience of dealing with a wide variety of individuals in a professional, calm, and courteous manner	Essential	
Experience of front of house in a residential or hotel setting	Desirable	
Experience of a College or University environment	Desirable	
Knowledge		
Knowledge of safety and security in a residential or education setting	Desirable	
Working knowledge of MS Outlook and Word	Desirable	Training can be provided
Skills and Qualities		
High level of communication skills.	Essential	
Ability to problem solve and deal with a wide variety of situations	Essential	
Highly developed interpersonal skills	Essential	
Calm and able to remain level-headed	Essential	
Approachable, friendly and able to work as part of a team treating everyone with respect, dignity and fairness	Essential	
Smart and well presented	Essential	
Demonstrable track record of developing productive working relationships	Essential	

EMPLOYMENT DETAILS

Salary: £31,957 per annum.

Hours: A shift system is in operation working an average of 40 hours per week. Working 4 shifts on and then 4 shifts off. If you wish work on a part-time basis please indicate this on your application form.

Holiday: For staff who work a shift pattern of less than 5 days per week annual leave entitlement will be calculated on a pro-rata basis. The entitlement which applies to a shift pattern of 4 shifts on and 4 shifts off is set out below:

0-5 yrs service 24 days
5- 10 yrs service 25 days
10+ yrs service 26 day

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%.

Non-Contractual Christmas Bonus

Family friendly procedures and policies including generous maternity benefits

Private Health Care: The College offers free health care currently through Bupa. 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, maximum limits apply.

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.