

## JOB DESCRIPTION – RELIEF 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, and first aid, 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 and conduct fire point checks 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**

#### **Hours**

Hours will be agreed on a casual basis, which will include day shifts, night shifts, weekends and bank holidays. Flexibility will be required to cover absences, which could be at short notice.

#### **Safety awareness**

All workers 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. The College will pay the fee 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

<b>Qualifications</b>		
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
<b>Experience</b>		
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	
<b>Knowledge</b>		
Knowledge of safety and security in a residential or education setting	Desirable	
Working knowledge of MS Outlook and Word	Desirable	Training can be provided
<b>Skills and Qualities</b>		
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	