

JOB DESCRIPTION

Job Title: Senior Porter

Department: Porter's Lodge

Reports to: The Head Porter and Deputy Head Porter

Responsible College Officer: The Junior Bursar

Background to the post:

At Trinity College, the Porters' team 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.

The Porters are the "public" face of the College and are expected to treat everyone with respect dignity and fairness. A high level of trust and confidence is placed on them by the College.

Main purpose of the job:

To supervise and direct a team of Porters on a shift ensuring the highest possible standards of customer care is delivered and maintained. To enforce the rules of the College and the University of Cambridge and take responsibility for any matters arising such as security, mail delivery or responses to emergencies, making decisions on a situation or referring to the Head Porter or Deputy Head Porter, as necessary. In the absence of the Head Porter and Deputy Head Porter, to take responsibility for the entire department.

Main accountabilities:

1. To be responsible for the smooth running of "the shift" and the Porter's Lodge ensuring the safety and welfare of visitors and tourists. This will include responsibility for all associated administrative tasks such as issuing keys and passes, maintaining registers and records and being responsible for the operation of the College mail system and services.
2. To manage the performance of the Porters on shift consistently and fairly, assigning tasks, as appropriate and dealing with disciplinary issues according to the College guidelines and updating the Head Porter or Deputy Head Porter in a timely manner.
3. To train and develop staff within the Porter's Lodge ensuring they are equipped to perform their duties effectively, providing learning opportunities and assisting team members to address problems affecting their performance in order to maximise performance and minimise costs.

4. To ensure the overall security of the College is maintained in accordance with regulations. Deal with emergencies within college protocols (including liaison with the emergency services if necessary) and ensure Junior Member discipline is maintained and welfare support is provided as appropriate.
5. To effectively manage the security and health and safety risk of any incident in the College, ensuring that actions are communicated in writing, where necessary, the Head Porter and Deputy Head Porter are informed immediately, and accurate records are maintained.
6. To support the Head Porter (Fire Officer) in ensuring all aspects of fire safety to include daily testing, control of staff in dealing with alarms, ensuring associated documentation, and reporting is carried out.
7. To provide First Aid support in the event of an emergency and acting as liaison between the College and the medical services completing relevant documentation as required.
8. To provide support at various functions and special events including feasts, May Ball and VIP visits in conjunction with the Head or Deputy Head Porter and arranging for the flying of the College flag as appropriate.
9. To operate the Lodge computer within the constraints of the Data Protection Act and ensure timely administration is undertaken for the Burrell's Field Porter's Lodge (e.g., residential lists and fire evacuation records).

This list is not expected to be a complete job analysis due to the varied nature of the work required. 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

The jobholder must be prepared to work additional hours, as requested by the Head Porter or Deputy Head Porter. Annual leave 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.

A shift system is in operation, which will include early, evening, night, and weekend duties. The average working week is 39 hours. A uniform is provided of suit, raincoat, overcoat, bowler hat, shirts/blouses, tie, and shoes. Porters are not permitted to consume alcohol whilst on duty, or to have consumed alcohol prior to coming on duty.

Person Specification

Experience

- Experience in working in a supervisory or management role.
- Experience in working in a diverse and multi-cultural environment.
- Experience in working in a busy environment.

Skills

- Computer skills including working knowledge of Word and Excel.
- Ability to communicate effectively dealing with issues with tact, discretion, confidentiality and without prejudice.
- Ability to respond assertively to enquiries in an enthusiastic, friendly, professional, and helpful manner at all times.
- Ability to relate to a diverse range of people, treating everyone with respect, dignity, and fairness.
- Ability to deal with any emergency or pressurised situation in a calm and efficient manner.
- Ability to manage and resolve conflict.
- Management Qualification (Minimum of ILM Level 3 Leadership & Management).
- Fire Marshall Qualified.
- First Aid Trained.
- IOSH (Institution of Occupational Safety & Health).

Health and Safety

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.

Employment Details

Rate of Pay:	£29,299 per annum.
Hours:	39 hours per week covering a 7 day per week rota and must also be prepared to attend for additional hours when necessary or as requested by the College. A shift system is in operation for Senior and Gate Porters, which includes evening and night duties.
Holiday:	25 working days plus 8 public holidays (pro rata for part-time post holders).
Probationary period:	6 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 and many use Park and Ride or cycle. The College may be able to provide covered cycle parking.