Job Title: Head Porter  
Department: Domestic Operations  
Location: St Edmund’s College, Mount Pleasant, Cambridge CB3 0BN  
Reporting to: Head of Domestic Operations  
Length of Appointment: Permanent  
Nature of Post: Full Time - 36.5 Hours per week, 5 days over 7  
Salary Range: Grade 7, £30,947 - £33,829 per annum

Main Purpose

To take responsibility and provide/manage an effective, customer focussed service at our main Reception and Mount Pleasant Halls Porters’ Lodge. These areas function as the ‘hub’ of the College with staff, students and visitors looking to the Receptionists and Porters for assistance, information and direction on a wide range of College activities and procedures. The Receptionists and Porters undertake a wide range of duties from the sorting and distribution of incoming and outgoing mail to the efficient and customer focused reception of the College visitors and conference delegates. Alongside this is the important security role, maintaining and reporting security and fire safety. As the College ‘Front of House’ the main Reception and Mount Pleasant Halls Porters’ Lodge also have a key role to play in the image the College projects to visitors and the general public.

Key Areas

Management of Reception & Porters’ Lodge

- A management position to proactively lead, manage and develop a team which includes a Reception Team Leader, Receptionists and Porters to ensure that they have the capability and capacity to meet the department’s planned and reactive areas of work.
- To be responsible for overseeing and administering the day-to-day Reception and Porters’ Lodge functions ensuring that tasks and responsibilities are communicated and completed to an excellent standard.
- To continually assess current systems, procedures, services and working practices to ensure we are operating to the highest standards possible.
- Review and maintain the annual staffing plan for the Reception and Porters’ Lodge.
- In conjunction with the Reception Team Leader, ensure the Reception and Porters’ Lodge are manned 24 hours a day, 7 days a week throughout the year.
- Review and update College information at the start of each academic year including the production of name labels, labelling pigeon holes, updating keys and card data.
• Application and management of members University Cards.
• Ensure that all staff are proficient in the operation of the StarRez accommodation system.
• To work in conjunction/liaison with the Housekeeping Manager and Rooms Administrator regarding room status.
• To control payroll costs for the department by allocating labour resources in line with forecasted business levels through payroll management.
• To manage departmental operating costs in line with forecasted business levels.

Fire Prevention and Health and Safety

• Ensure compliance with all legal requirements for Fire Safety. Including maintenance of relevant documentation.
• Maintain, review and document a schedule of fire evacuation tests & weekly fire alarm tests
• Update health and safety risk assessments, when required, for the Reception, Porters Lodge and associated facilities to ensure compliance with all relevant legislation.
• Prepare relevant reports for the Health & Safety Committee.

College Security

• Ensure a prompt response by Receptionists & Porters to all security incidents in the College buildings and grounds - reporting and recording using the appropriate procedures.
• Monitor the College CCTV (in line with college policy), doors and future planned car park entry/exit systems and ensure that all Porters are proficient in their operation.
• Ensure an efficient process for locking/unlocking and securing College Buildings at the designated times and ensure that Porters patrol premises and grounds of the College appropriately.
• Ensure the proper organisation, monitoring, issue and return of all College keys.
• Review & implement - in conjunction with the Tutorial Office & Head of Domestic Operations - the College’s car parking and bicycle/cycling policies.
• Ensure that all bicycles brought into College are registered and properly stored.
• Liaise with the Police, CAMBAC and other crime prevention agencies. Reporting any criminal incidents to the relevant authority.

Student Welfare

• Liaise with the Senior Tutor and Tutorial Office on matters relating to the welfare and pastoral care of students
• Provide guidance, maintain discipline and direction where necessary, ensuring that all incidents concerning student welfare and discipline are reported to the appropriate College Officers at the earliest opportunity
General

• To keep the Head of Domestic Operations and Head of Facilities informed and updated about progress with reactive and planned events and situations in weekly meetings.
• Co-operate with all staff in maintaining harmonious inter-personal relationships, internally and externally.
• Develop and implement a health and safety culture ensuring that all work carried out by internal staff and external contractors is carried out in accordance with health and safety approved standards.
• To ensure maximum use is made of the information technology systems.
• Ensure that invoices (guest bedroom invoices & order invoices), where applicable, are processed and authorised for payment without delay.
• Develop and train staff in accordance with the College’s overall personnel policy and objectives. Ensure that staff reporting to the post holder are made aware of the College’s goals, objectives and activities.
• Within the regular review framework, advise on the staffing/outsourcing split required to run the department and to ensure an adequate service is maintained at all times.
• Appraise staff for whom you are directly responsible and ensure that training programmes are identified and implemented effectively to ensure compliance with the College’s goals and objectives and in consultation with the HR Manager.
• Represent the College at any relevant or appropriate local and national meetings.
• Be a member of and attend meetings of any relevant college committees.
• To undertake any other duties appropriate to the post as necessary or requested.

PERSON SPECIFICATION

QUALIFICATIONS & EXPERIENCE

Essential:

• Experience of managing high performing teams in a customer focussed environment
• Experience of managing and driving change effectively

Desirable:

• Experience working as a Head Porter or a similar role
• Experience of working within a similar college environment
• Experience of working with budgets and financial targets
• Experience of working in security and site safety
• Health and Safety qualification
PERSONAL SKILLS

Essential:

- Ability to lead and motivate a team
- Excellent organisational and time management skills
- Strong communication skills across many levels
- Ability to develop good working relationships
- Excellent customer service skills
- Ability to prioritise own and others workloads both short and long term
- Excellent numeracy and literacy skills
- Must be able to demonstrate sound decision-making and judgment under pressure
- IT literate
- Must possess a ‘can do’ attitude
- Good sense of humour

Desirable:

- Good analytical skills
- Ability to think creatively

APPLICATION PROCESS

To submit an application for this vacancy, please complete and send the application form, along with a covering letter outlining your reasons for applying for the role to Joy Ferreira, Head of Domestic Operations on domestic.operations@st-edmunds.cam.ac.uk by Thursday 12th March 2020.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy: http://www.stedmunds.cam.ac.uk/data-protection

Any offer of employment is subject to evidence of your right to work in the UK and the receipt of satisfactory references.