Job Title: Porter - Evening Reception
Department: Domestic Operations
Location: St Edmund's College, Mount Pleasant, Cambridge CB3 0BN
Reporting to: Head Porter
Appointment: Permanent
Nature of Post: Part Time (24 hours), 3 days over 8
Salary Range: £10.49 per hour (Pay Point 16)

Overview

To provide evening staffing of the college’s brand-new Mount Pleasant Halls Lodge (or the Main Reception desk). The Mount Pleasant Halls Lodge will be the first port of call for students, academic staff, visitors and external contractors to the College. It is efficiently managed by a small, friendly team.

Mount Pleasant Halls is a student and academic staff accommodation site, comprising of 272 bedrooms and studio flats.

Hours of work: 3pm – 11pm. This will be on a shift rotation.

MAIN DUTIES

Reception
• Greeting visitors - Acting as the first point of contact between visitors and the College
• Dealing with enquiries and telephone calls
• Issuing keys and advice to temporary residents and contractors, following college procedures
• Having an oversight of the security cameras
• Carrying out security patrols
• Being the first point of contact, dealing with emergencies (security, fire and first aid)
• Helping anyone who has locked themselves out of a room
• Switching lights and opening or closing curtains / blinds in public rooms
• Carrying out patrols
• Checking vehicle parking rights
Mail Services
- Sorting and pigeonholing post and deliveries
- Franking mail from the various departments within the College

Financial administration
- Administration and recording of cash receipts from students, staff and visitors
- Top-up meal cards using the College’s computerized system and recording usage of visitor’s meal cards

Event support
- To make room bookings on the room booking system for tutorial/academic bookings and supervisions
- Issuing fobs for room bookings
- To contact relevant parties upon events taking place within the College
- Assisting in all aspects of the College’s summer Conference season, such as producing accommodation packs and dealing with visitors’ enquiries
- Assisting in all procedures/events for the start of term and each new academic year

Accommodation support
- Checking in students and guests to bedrooms on their arrival, providing a welcoming and informative first impression.
- Producing accommodation packs for the guest rooms
- Assisting with enquiries and telephone calls

Compliance Responsibilities
Full training will be provided to lead in the emergency evacuation procedures at the College to which at times you will be the main point of contact for the emergency services.

Contacts
Externally: Suppliers of goods, contractors, Conference delegates, Guests, Visitors
Internally: Range of departments within the University/college, individual staff members and students

You will need a flexible approach to a variety of Lodge/front-of-house duties and must be able to work on your own initiative.

It is most important to St Edmund’s College that members and visitors are presented with a safe, clean and healthy environment to the highest standards. The duties are not conclusive to the role and at times this will be varied in accordance with events that could take place within the College.
PERSON SPECIFICATION

QUALIFICATIONS & EXPERIENCE

Essential:
- Proven track record in a Reception Based Office, Customer Service or Conference/Hotel environments
- Experience of using Word, Excel and IT systems
- Methodical, numerate, literate

Desirable:
- Experience of working within a similar college environment
- Experience of working in security and site safety

PERSONAL SKILLS

Essential:
- Calm under pressure and with interruptions
- Appreciation of importance of customer care and able to put this into practice
- Able to work in a small team, providing cover and support for colleagues, communicating well with colleagues.

Desirable:
- Ability to negotiate and to create good working relationships both internally and externally

The College

The increased number of postgraduates in the University during the later 1950s led the Regent House of the University to establish four graduate Colleges in 1965: St Edmunds as well as Darwin College, Wolfson College and Clare Hall. St Edmund’s is the only College in Oxford or Cambridge that has a Catholic foundation and Chapel.

The graduate Colleges were permitted to matriculate their own postgraduates and to present them for degrees; this was later extended to mature and affiliated undergraduates. 1965 saw the election of the first four Fellows; others followed in succeeding years. Although laymen had been part of the College’s community from its inception, the years from 1965 saw a sharp increase in their number. In an act of remarkable generosity on 20 March 1973 the Catholic Church through the Association signed away the buildings and the land of the present College to the Master and Fellows.
The College achieved the status of an Approved Foundation on 8 March 1975. The old Association was dissolved on 30 June 1984 and replaced by a new governing body of Fellows and St Edmund’s became a fully autonomous and self-regulating society. Fr John Coventry, SJ, was the last Master in holy orders (1976-85) and was succeeded by Richard Laws, ScD, CBE, FRS (198596), but the Catholic foundation continued to be seen in the Archbishop of Westminster, serving as the Visitor, a Catholic priest as the Dean, the Chapel, and the Von Hügel Institute, which fosters academic work on Critical Catholic Enquiry.

Successive Masters and Fellows worked towards full collegiate status, which was approved by the University in 1996. Centenary celebrations brought visits from Cardinal Basil Hume, OSB, Archbishop of Westminster, for a Mass of Thanksgiving on 15 June 1996 and His Royal Highness the Duke of Edinburgh, the Chancellor of the University, for dinner on 25 June 1996. The College petitioned the Privy Council for a Royal Charter, which was granted by the Queen on 22 April 1998 in the Master ship of Professor Sir Brian Heap, ScD, CBE, FRS (1996-2004). The chapel was solemnly blessed by the Rt Rev. Peter Smith, Bishop of East Anglia, on 25 October 2000. The College has committed itself to a major programme of development and improvement. With the development of Mount Pleasant Halls (due to be completed in Michaelmas 2019) it will be able to accommodate 70-80% of its students and is planning to expand its conference offerings too. It has recently invested in its development activities and has a thriving alumni and Fellowship. The ethos of the College is friendly and inclusive, it is a welcoming place for students, staff and fellows alike.

**APPLICATION PROCESS**

To submit an application for this vacancy, please fill in an application form or send your CV and outline your reasons for applying for the role to the Head Porter, Kevin Atkins, on ka369@cam.ac.uk.

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.