

**JOB DESCRIPTION**

Christ’s College Cambridge

**Job title: RELIEF PORTER**

**Responsible to**: Head Porter

**Place of work:** Christ’s College, Cambridge and associated properties

**Hours:** As directed

**Salary:** £11.34 per hour

**Holidays:** 36 days annual leave (inclusive of public holidays); pro rata

**Pension scheme:** Membership of the College’s contributory Pension scheme is offered

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**Job summary**

To join the team staffing the Porter’s Lodge across 24 hours, dealing with all security, emergency and any other issues relating to College Fellows, staff, students and visitors.

**Key responsibilities**

* Staffing the Main Porters’ Lodge providing a front of house/reception service.
* Maintaining the Incident Book and advising the Head Porter of any serious incidents.
* Providing an effective response to fire alarm activation.
* Issuing and receiving keys and maintaining the appropriate records relating to keys.
* Monitoring the security of the College grounds by use of CCTV and frequent, irregular patrols.
* Controlling access to the College by visitors and guests.
* Administration of the arrival and departure of conference delegates and Bed and Breakfast guests
* Provision of information and assistance to Fellows and students, staff and visitors to the College.
* Ensuring orderly behaviour, including supervising student dances, discos and parties on College premises.
* Assisting the Buttery staff at closing time and ensuring that the Buttery is secure.
* Providing First Aid cover.
* Liaising with emergency services as required.
* Operating the central telephone enquiry point.
* Hoist and lower College Flag as required on specified occasions.
* Locking function rooms and securing gates and doors as required.
* Ensuring that student members follow College rules

**General responsibilities**

* To undertake training as required
* To be responsible for your own health and safety in the workplace
* To fully comply with all the College’s policies including equality of opportunity and data protection
* To undertake any other reasonable request or duties commensurate with your post

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

Accommodation for graduates and undergraduates comprises 322 rooms on the main College site and a further 63 rooms in houses along Jesus Lane and King Street. In addition there are a number of flats and houses located around the city.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education/****Qualifications** | * 5 passes at GCSE (Grade C or above to include English and Maths) or equivalent
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| **Experience** | * Previous experience in a similar field (security, managing the public, information and assistance for example)
 | * Previous supervisory experience in a service delivery/customer related environment
* Experience of working in an educational/campus context
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| **Skills/Knowledge****Training** | * IT competent; ability to use Microsoft programmes
* Reliable, conscientious, professional approach
* Well organised, methodical and thorough
* Ability to prioritise effectively
* Ability to work independently, in a pro-active way as well as work well as part of a team
* Ability to cope well with a varied workload
* Observant, and ability to make reports and follow up issues
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| **Personal attributes** | * Cheerful, positive disposition
* Flexible approach
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