Job title: NIGHT PORTER – Shift Leader

Responsible to: Head Porter

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

Hours: Permanent, 55 hours per week working dedicated night shifts of 11 hours in duration. This will require signing out of the working time directive.

Salary: Points 26 – 28 on the University’s single pay spine, currently £20,411 - £21,585. This equates to £29,936 - £31,658 for a 55 hour week.

Holidays: 36 days annual leave (inclusive of public holidays)

Pension scheme: The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time.

Job summary
The Porters’ Lodge is the main point of public entry to the College and provides a comprehensive front of house and security service to College Fellows, staff, students and visitors. This role is to supervise the night shift; to be part of the team dealing with all issues which occur during night time hours and acting as a point of contact for the Porter management team.

Key responsibilities
- Working as part of the shift pattern staffing the main Porters’ Lodge providing a front of house/reception service.
- Providing a link between the night porters and the porter management team.
- Maintaining the incident book and student incident reports 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.
- Locking function rooms and securing gates and doors as required.
• Ensuring that student members follow College rules.

**General responsibilities**

• To take part in the College’s appraisal scheme and 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.

**Background information**

Christ’s College has occupied its present position in central Cambridge since 1446. It comprises the Master, 80 Fellows, over 200 graduate students and 450 undergraduates, 58 Honorary Fellows, Fellow-Commoners and Bye-Fellows and many thousand alumni worldwide. The College also employs approximately 100 non-academic staff. Among the College Fellows and alumni are many individuals who have achieved distinction in learning, scholarship, research, business and public life. The academic performance of its undergraduates has put the College in the top rank of Cambridge colleges in recent years and there is lively undergraduate participation in sport, music, drama and other activities.

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