Job title: PORTER – Day shifts

Responsible to: Head Porter

Place of work: Christ’s College, Cambridge and College-owned property

Hours: 37.5 hours per week across 7 days per week as part of a rota system

Salary: Range is points 24 - 28 on the University’s single pay spine; currently £19,305 - £21,585 pa

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
To be an effective part of the team which staffs the Porters’ Lodge dealing with all security, emergency and any other issues relating to College Fellows, staff, students and visitors.

Key responsibilities
- Staffing the 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.
- 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 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.

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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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td><strong>Experience</strong></td>
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<tr>
<td>5 passes at GCSE (Grade C or above to include English and Maths) or equivalent</td>
<td>Previous experience in a similar field (security, managing the public, information and assistance for example)</td>
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<td>Previous supervisory experience in a service delivery/customer related environment</td>
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<td>Experience of working in an educational/campus context</td>
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<td><strong>Skills/Knowledge Training</strong></td>
<td><strong>Personal attributes</strong></td>
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<td>IT competent; ability to use Microsoft programmes</td>
<td>Cheerful, positive disposition</td>
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<td>Reliable, conscientious, professional approach</td>
<td>Flexible 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 pro-active 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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