JOB DESCRIPTION

Job title: Deputy Head Porter
Reporting to: Head Porter
Hours: 37.5 hours per week. Flexibility, including the occasional need to work later or at weekends, will be required. There is an on-call commitment of at least one week in three.

The department currently has a mix of full and part-time Porters, supported by casual Relief Porters, covering holidays, other absences and events requiring additional staff.

This job description summarises the main duties and responsibilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

JOB PURPOSE

To support the Head Porter in:

1. Management of the Porters’ Lodge, including staff
2. Development and implementation of College security strategies
3. Development and implementation of College fire safety policies and procedures

KEY DUTIES AND RESPONSIBILITIES

Porters’ Lodge services

- Ensure the Porters’ Lodge acts as a highly professional Reception for visitors and College members
- Provide a friendly first point of contact for College members needing advice or support.
- Ensure an efficient postal service is in place (incoming and outgoing).
- Ensure a professional telephone ‘switchboard’ service is in operation.
- Oversee sale of College merchandise and ensure appropriate accounting systems are in place.
- Ensure the Porters’ Lodge is equipped to deliver First Aid and training for Porters is kept updated
- Organise car parking permit system and ensure it is maintained.
- As Deputy Head Porter, respond quickly, efficiently and in a professional manner to those who contact the College by email to the Porters’ Lodge, such that the level of service reflects positively on the College.

Team leadership and management

- Support the Head Porter in leading, managing, mentoring and motivating the Porters’ Lodge staff.
- Assist with the recruitment of new Portering staff.
- Support the Head Porter in the delivery of annual staff reviews of all staff under their management, with interim six-monthly progress meetings, ensuring staff have measurable objectives and that schemes for personal and professional development are in place.
- Help to develop professional service standards, encouraging the application of best practice and ensuring that staff are contributing to high quality service delivery.
- Work with the Head Porter to update Risk Assessments for Porters Lodge.
- Help to ensure that the department delivers an effective and efficient service.
Security management

- Work with the Head Porter to set the College’s security strategy.
- Help to put procedures in place to ensure appropriate levels of security are maintained.
- Help to ensure appropriate levels of CCTV coverage are in place and maintained.
- Help to ensure appropriate security alarms are in place and maintained.
- Support the Head Porter in the management of the issuing and return of keys.
- Work with the Head Porter to oversee the response to security alerts from the security alarm systems.
- Record any breaches of security and report them to the relevant College Officer(s), and to the Police as necessary.
- Take an active role with the Head Porter in the management of and reporting procedures for members’ behavioural breaches.

Health & Safety and Fire Safety Management

- Be responsible with the Head Porter for the weekly tests of the fire alarm system, including individual building evacuation drills.
- Be responsible with the Head Porter for the annual fire evacuation drills, liaising with the Domestic Bursar as appropriate.
- Oversee with the Head Porter the day-to-day operation by the Porters’ Lodge of the fire alarm system including responding to pre-alarms, full alarms, and logging instances and activations.
- Identifying residents who abuse or misuse the alarm system, or who activate it through carelessness, and reporting them to the Domestic Bursar or Senior Tutor as appropriate.
- Reporting faults with the alarm system (either to the Maintenance dept or direct to the appropriate alarm company).
- Participate in formulating and maintaining appropriate fire evacuation policies (including a disabled persons’ fire evacuation policy).

May Ball Event

- Play a supporting role in ensuring a safe and secure May Ball.

Cost control and financial management

- Work with the Head Porter to analyse and monitor all costs relating to the Porters’ Lodge in detail.
- Assist with the review any long-term supplier contracts.
- Help identify needs for, and make cases for, significant expenditure.

College committees

- Participate in the Health & Safety committee when required.
- Participate in the House Committee when required.

NETWORK OF CONTACTS

Wolfson College:
- Staff.
- Students, in particular WCSA Committee, Student Bar Manager, June Event/May Ball Committee.
- Fellows, Emeritus Fellows and Senior Members.
- Visitors.

Other Cambridge Colleges:
- Deputy Head Porters in other Colleges.

External:
- Police and Fire Service.
- Royal Mail and other providers of postal/courier services.
- Various other suppliers and contractors.
- Neighbours of the College.
Person Specification: Deputy Head Porter

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications, Experience and Background</strong></td>
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</tr>
<tr>
<td>• Experience in dealing with issues relating to site security</td>
<td>• Qualified First Aider</td>
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<td>• Experience in dealing with issues relating to fire prevention</td>
<td>• Fire Marshall trained</td>
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<td>• Previous experience in a customer related environment</td>
<td>• Understanding of current Health and Safety Legislation</td>
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<td>• Previous experience of working in a higher education establishment</td>
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<td><strong>Technical Knowledge and Skills</strong></td>
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<td>• An understanding of leadership and management skills, able to motivate and mentor</td>
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<tr>
<td>• Accomplished PC user, with a sound working knowledge of Microsoft Office applications and use of databases.</td>
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<td><strong>Personal Attributes</strong></td>
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<tr>
<td>• Excellent interpersonal skills and ability to communicate effectively with a wide variety of people from different cultures</td>
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<td>• Able to maintain confidentiality</td>
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<td>• Good time management skills with the ability to prioritise workloads in a busy and sometimes pressured environment</td>
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<td>• Excellent problem-solver who can remain calm under pressure</td>
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<td>• Able to maintain good working relationships with staff and external bodies such as the Police, Fire service, contractors</td>
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