VACANCY: RELIEF PORTER (CASUAL)

Wolfson College is one of the 31 Colleges in the University of Cambridge it takes pride in its reputation as a diverse and inclusive community: over 90 nationalities are represented within the current student body and over 150 nationalities among our alumni worldwide. The College is one of the larger colleges in Cambridge, with 900 students, 110 Fellows and 100 non-academic staff. There are more than 450 residential units on site, housing over 500 residents. The College is the most cosmopolitan in Cambridge which, together with its egalitarian ethos, helps to create a very friendly working environment. Full details of the College are available at www.wolfson.cam.ac.uk

HOW TO APPLY

Please send a completed Wolfson College Application Form and Equal Opportunities Form (available online at www.wolfson.cam.ac.uk/jobs), with a covering letter setting out your suitability for this post,

HR Manager (ref. Relief Porter)
Wolfson College
Barton Road
Cambridge CB3 9BB or by email to: jobs@wolfson.cam.ac.uk

Interviews will take place on a rolling basis.

Further Particulars

Pay: £16.79 per hour inclusive of holiday pay (based on £14.98 per hour plus holiday pay). Relief Porters are classed as casual employees.

Benefits: Free meals on duty when the College Kitchen is open
Free parking on duty
Uniform

Days/Hours: A shift rota is in operation. A shift lasts 12.5 hours, either 6.30am to 7.00pm or 6.30 pm to 7.00am. Relief Porters are needed to cover complete shifts when a permanent shift Porter is on holiday or absent for other reasons, such as sickness. Therefore, a Relief Porter must be available to work at weekends and to work day and night shifts.

Relief Porters are also sometimes required at particularly busy times in which case cover for a period less than 12.5 hours might be needed.

It is not possible to guarantee a minimum amount of work, but the holidays of eight shift Porters need to be covered by the Relief Porters employed by the College, plus other absences and busy periods.

Wolfson College is an Equal Opportunities Employer
JOB DESCRIPTION

Job title: Relief Porter (casual)

Department: Porters’ Lodge

Reporting to: Head Porter Deputy Head Porter and Senior Porter
The College Officer with overall responsibility is the Domestic Bursar.

1. JOB PURPOSE

When on duty the Porters are the main contact point in the College for internal and external enquiries and are responsible for the security of the site.

2. KEY DUTIES AND RESPONSIBILITIES

• Responsibility for welcoming visitors to the College and for ensuring that all enquiries are dealt with as quickly, efficiently, and courteously as possible.

• Handling correspondence on a daily basis (sorting the post / answering the telephone) and dealing with any ad hoc enquiries which come into the Porters’ Lodge.

• Handling sensitive and confidential material.

• In the absence of the Head Porter, Deputy Head Porter and Senior Porter, to be responsible for security, including CCTV monitoring.

• Signing-out and signing-in keys as necessary.

• To be responsible for financial transactions undertaken by the Lodge as required.

• Hoist and lower the College Flag as required on specified occasions.

• To take responsibility in emergencies.

• Supporting the Head Porter, Deputy Head Porter and Senior Porter in the management of regular checks of the alarm systems and procedures.

• Using the central telephone switchboard system for the College, ensuring that the phone is answered quickly and courteously and that messages reach their destination as quickly as possible.

• Carry out regular checks for College registered vehicles and bicycles.

• To administer First Aid, for which training will be given.

• Completing accident and near miss reports when necessary.

• To undertake such other relevant duties as may be required from time to time.
HEALTH AND SAFETY

Wolfson College strives to ensure the health and safety of all its staff. Individuals are also responsible for their own health and safety.

All staff must adopt a responsible attitude towards health and safety and comply with any procedures required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons who may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety.

GENERAL RESPONSIBILITIES

To comply with all College policies and undertake related training as required.
Person Specification: Relief Porter (casual)

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<th>Essential</th>
<th>Desirable</th>
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**Qualifications, Experience and Background**

- Previous experience in a customer related environment
- Qualified First Aider (training will be given if required)

**Technical Knowledge and Skills**

- Able to undertake administrative tasks including room bookings and sales through the till
- IT skills including use of databases, spreadsheets and Microsoft Word

**Personal Attributes**

- Excellent interpersonal skills and ability to communicate effectively with a wide variety of people from different cultures
- Able to maintain confidentiality
- Able to maintain good working relationships with staff and external bodies such as the Police, Fire service, contractors
- Able to maintain formal but friendly and caring relationships with the students, many of whom are from overseas

**Other relevant competencies**

- Able to work independently and as part of a team and to offer flexibility within the role
- Due to parcel/postal handling and security patrols a good level of physical fitness is required for this role

Please note: candidates are asked to set out clearly in their application how their knowledge, skills and experience meet the requirements of this role.