VACANCY: Head Porter

Wolfson College is one of the 31 Colleges in the University of Cambridge. It is a progressive and forward-thinking educational institution that admits mature undergraduates (aged 21 or above) and postgraduates from all over the world. Founded by the University in 1965 as University College, the College became Wolfson College in 1973 following a benefaction from the Wolfson Foundation. Wolfson 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.

The College has a strong sense of community, a buzzing intellectual and cultural life, and a dynamic, diverse and friendly working environment.

HOW TO APPLY

Please send a completed Wolfson College Application Form and Equal Opportunities Form (available online at https://www.wolfson.cam.ac.uk/about-wolfson/vacancies), with a covering letter setting out your suitability for this post, to arrive by 9.00am on 8th April 2024, to:

HR Manager (ref. JOB TITLE)
email to: jobs@wolfson.cam.ac.uk

Interviews are expected to take place Tuesday 16th April 2024.

TERMS AND CONDITIONS

Salary: £42,710

Benefits: Membership of a DC Group Pension scheme, with employer contributions of up to 13%; Generous Sick and Parental pay scheme; Meals on duty allowance; Free parking (subject to availability); Use of the College Gym and Library; Membership of a healthcare cash plan; Death-in-service benefit of two times salary; Employee Discount and Cycle to Work Scheme.

Hours: 37.5 hours per week.

Holidays: 25 days’ holiday per year plus 8 public holidays. Of the 25 days’ holiday, the College schedules up to 4 days in December for all staff when the department is closed. Attendance is normally required on public holidays which occur in Full Term, such as the May public holidays, for which alternative days’ holiday are given.

Probation: The appointment will be subject to an initial probationary period of 6 months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be three months on either side.

The College has a responsibility to ensure that all employees are eligible to live and work in the UK.

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JOB DESCRIPTION

Job title: Head Porter

Reporting to: Domestic Bursar (and with responsibility to the Senior Tutor on student matters)

Responsible for: 10 permanent staff (1 X Deputy Head Porter, 1 X Senior Porter, eight Porters) plus Casual Relief Porters

Hours: 37.5 hours per week, or as required for this senior management role.

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 manage the Porters’ Lodge; to be responsible for the security of the College site; to play a leading role in fire safety.

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 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

- Lead, manage, mentor, and motivate the Porters’ Lodge staff.
- Recruit new Portering staff.
- Undertake annual staff reviews of all staff under their management, with interim yearly progress meetings, ensuring staff have measurable objectives and that schemes for personal and professional development are in place.
- Develop professional service standards, encouraging the application of best practice and ensuring that staff are contributing to high quality service delivery.
- Update Risk Assessments for Porters Lodge.
- Ensure that the department delivers an effective and efficient service.

Security management

- Set the College’s security strategy.
- Put procedures in place to ensure appropriate levels of security are maintained.
- Ensure appropriate levels of CCTV coverage are in place and maintained.
- Ensure appropriate security alarms are in place and maintained.
- Manage the issuing and return of keys.

JD Head Porter March 2024
• 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.
• Management of and reporting procedures for members’ behavioural breaches.

**Health & Safety and Fire Safety Management**

• Be responsible for the weekly tests of the fire alarm system, including individual building evacuation drills.
• Be responsible for the annual fire evacuation drills, liaising with the Domestic Bursar as appropriate.
• Oversee 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 leading role in ensuring a safe and secure May Ball.

**Cost control and financial management**

• Analyse and monitor all costs relating to the Porters’ Lodge in detail.
• Review any long-term supplier contracts.
• Identify needs for, and make cases for, significant expenditure.

**College committees**

• Participate in the Health & Safety committee.
• Participate in the House Committee.

**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:**

• Head Porters in other Colleges.

**External:**

• Police and Fire Service.
• Royal Mail and other providers of postal/courier services.
• Various other suppliers and contractors.

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- Neighbours of the College.

**Person Specification: Head Porter**

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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
- Security conscious with a proficient understanding of current Health & Safety legislation
- Previous Management experience
- Fluent in spoken and written English
- Qualified First Aider
- Fire Marshall trained
- Previous experience of working in a higher education establishment

**Technical Knowledge and Skills**

- Strong leadership and management skills, able to motivate and mentor
- Accomplished PC user, with a sound working knowledge of Microsoft Office applications and use of databases.
- Preparation of budgetary material

**Personal Attributes**

- Excellent interpersonal skills and ability to communicate effectively with a wide variety of people from different cultures
- Able to maintain confidentiality
- Good time management skills with the ability to prioritise workloads in a busy and sometimes pressured environment; excellent problem-solver; remain calm under pressure
- Able to maintain good working relationships with staff and external bodies such as the Police, Fire service, contractors

**Other relevant competencies**

- A good level of personal fitness