JOB DESCRIPTION

Job title: College Porter
Department: Porters Lodge
Reporting to: Head Porter

The Role:

Working as a team, Porters are responsible for the smooth and efficient running of the Porters Lodge. This includes welcoming visitors and taking responsibility for the safety and security of all Fellows, students, staff and visitors.

Key Duties:

- Undertake regular security checks across the College site including monitoring CCTV, securing the buildings, patrolling the grounds to ensure any breaches of security are dealt with and recorded in a timely manner according to College procedures and reported to the Head Porter, Police and Fire services as necessary
- Greet and register the arrival of students, conference guests and visitors to the College (the College employs Kinetix, a computerized booking system)
- Handle enquiries from visitors, conference guests, students, Fellows and members of staff in person, by telephone and email
- Issue keys to authorised persons and conference guests and record such issue and return of keys. Report any loss or compromising of keys immediately to the Head Porter
- Assist in the maintenance and communication of College fire safety systems and procedures
- Respond to fire alarm and intruder alarm calls and take appropriate action as required. Liaise with the Fire and Police services when necessary
- Ensure all incoming and outgoing mail is promptly and correctly sorted prior to distributing and franking
- Carry out regular checks on car parks and bicycle racks to prevent and identify unauthorised parking
- Maintain and monitor the College Incident book on a daily basis and report incidents in a timely manner to the appropriate College personnel
- Set up rooms for teaching and conferences as requested
- Act as an ambassador of the College at all times
Person Specification

Essential Qualities:

- Ability to communicate at all levels
- Ability to see potential problems and work through solutions until resolution is reached
- Team player
- Excellent interpersonal skills
- Able to work with minimal supervision
- Reliable
- Good IT skills
- Organised and unflappable
- Good sense of humour
- Able to work as part of a 24 hour team on a varying shift pattern
- Able to undertake and pass First Aid training

Desirable Qualities:

- Previous experience of working as a College porter/security environment