

## **SENIOR HOUSE PORTER**

### **Background**

Fitzwilliam College is an open, friendly and diverse academic community committed to developing the talents of all its students, the support of young academics and the training and professional development of its staff. It is one of the 31 colleges of the University and is a large community with around 475 undergraduates and 350 full- and part-time graduate students, 55 Fellows and more than 100 staff.

The College is first and foremost an educational establishment. It recruits and teaches undergraduate and post-graduate students from all over the world, holds open days for schools and prospective applicants and arranges subject conferences for teachers. It also keeps in touch with an alumni base of over 8000, arranging events and reunions, and runs a thriving conference and catering business with an annual turnover of approximately £1.3m, hosting over 150 conferences a year, many of which are residential.

The Accommodation and Housekeeping Department consists of the Accommodation and Housekeeping Manager, Deputy Accommodation and Housekeeping Manager, 2 Supervisors, 24 Housekeepers and 5 House Porters.

### **The role of Senior House Porter**

The Senior House Porter takes primary responsibility for ensuring that the required room set ups and other tasks are undertaken to the standards and timescales required, as well as being the backup for assistance with IT set up for conference and college events. Supervising the small team of House Porters, they work closely with the Accommodation & Housekeeping management team, the Events Office and many other departments in the College.

Candidates should have a flexible, professional approach, with the ability to communicate with College Fellows, staff, students and College visitors in a friendly and helpful manner. A good level of spoken English is essential, as is the ability to read and follow written work instructions on a day-to-day basis. The Senior House Porter must be comfortable with undertaking all the duties of the House Porter team, as well as being responsible for oversight, and should be able to use their initiative to deliver excellent standards of customer service.

A full job description and person specification are attached.

### **Conditions of Employment**

This is a full-time position, working 37.5 hours per week, five days out of seven. Days of work will vary according to business need, including both weekend and weekday working, and therefore full flexibility is required. The hours of work will mainly be from 8.00am to 4.00pm, with a half hour lunch break each day, although candidates should be flexible and will be required to work additional pre-arranged overtime, particularly in busy conference periods, for which overtime will be paid.

The annual salary for this position is £18,837. Benefits of employment include a discretionary bonus scheme, 33 days' annual leave (including bank/public holidays), enrolment into a contributory Group Personal Pension scheme, free lunch on duty and on-site car parking, subject to availability.

## **Application Procedure**

An application form is available to download from:- [www.fitz.cam.ac.uk/vacancies](http://www.fitz.cam.ac.uk/vacancies) or by telephoning Sarah Rowland Jones on 01223 761050. Completed application forms should reach Mrs Sarah Rowland-Jones, HR Officer, Fitzwilliam College, Cambridge CB3 0DG, e-mail [hr@fitz.cam.ac.uk](mailto:hr@fitz.cam.ac.uk) not later than **Monday 30 September 2019**.

The College values diversity and is committed to equal opportunities in the recruitment of its Fellows, students and staff.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy: <https://www.fitz.cam.ac.uk/about/official-information/data-protection>

## **Job Description**

Job title: Senior House Porter

Reporting to: Deputy Accommodation & Housekeeping Manager

### **Principal Responsibility**

To ensure the delivery of a first-class House Porter service for the relevant departments and external customers

### **Key tasks**

#### **1. Training & Supervision**

- 1.1 Train all new team members and existing staff where necessary to the standards set by the College
- 1.2 Motivate the team, improving their efficiency and effectiveness
- 1.3 Assist Deputy Accommodation and Housekeeping Services Manager with conference room checks
- 1.4 Engage with internal and external experts on AV training provided

#### **2. Organisation, operations and communications**

- 2.1 Liaise and facilitate service for events
- 2.2 Ensure good communication and liaison with relevant departments at all times
- 2.3 Provide AV service for conferences and college events
- 2.4 Set up conference rooms in accordance with the work schedule
- 2.5 Cover areas of work where needed during holidays/sickness
- 2.6 Maintain the areas of cleanliness to the required standard in allocated areas of the College
- 2.7 Keep accurate and regularly updated records of the College owned AV equipment
- 2.8 Responsible for coordinating waste management on College property

#### **3. Customer Service**

- 3.1 Ensure the delivery of the Accommodation & Housekeeping charter and code of conduct
- 3.2 To put forward any ideas or suggestions to improve customer care

#### **4. Other duties**

- 4.1 Comply at all times with the requirements of the College Health and Safety policy and positively contribute to maintaining a safe working environment
- 4.2 Any other miscellaneous duties as required by Accommodation and Housekeeping Manager
- 4.3 Some weekend working will be necessary and a flexible approach to normal working hours is required, particularly during conference periods
- 4.4 Maintain basic knowledge of College's operational IT systems relevant to role

## Senior House Porter

### Person specification

	Essential	Desirable
<b>Qualifications, Education</b>	N/A	
<b>Skills, Knowledge, Experience</b>	<ul style="list-style-type: none"><li>• Experience of working as a House Porter</li><li>• Good level of spoken English</li><li>• The ability to read and follow written work instructions on a day-to-day basis</li><li>• The ability and aptitude to set up and operate most AV equipment – ie PC/laptops, overhead projectors and sound.</li></ul>	<ul style="list-style-type: none"><li>• Previous supervisory experience</li><li>• Experience of Health &amp; Safety standards</li><li>• COSHH</li></ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Flexible, professional approach</li><li>• Ability to work independently and on own initiative as well as the ability to work as part of a team</li><li>• Reliable</li></ul>	
<b>Other requirements of the role</b>	<ul style="list-style-type: none"><li>• Ability to undertake heavy lifting eg furniture removal, rubbish removal etc</li></ul>	<ul style="list-style-type: none"><li>• Qualified First Aider (though will be trained)</li></ul>