Background

Fitzwilliam College is an open, friendly and diverse academic community of some 900 people, including undergraduates, graduates, Fellows and staff, set in outstanding grounds close to the University sites in West Cambridge and within easy reach of the University Library and faculty sites.

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 Housekeeping Supervisors, Accommodation Officer, 24 Housekeepers and 5 House Porters.

The role of House Porter

We are seeking a reliable full-time House Porter to join our team. The principle duties include assisting with the upkeep and cleaning of all College offices and public areas, setting up conference and meeting rooms and assisting with the removal of rubbish from the College grounds.

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. House Porters need to be comfortable working as part as a team, as well as working independently, 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

The House Porter 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 7.00am to 3.00pm, 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 £17,884. Benefits of employment include a generous 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 or can be obtained by telephoning Sarah Rowland Jones on 01223 761050. Completed application forms should reach Mrs Sarah Rowland-Jones, HR Officer, Fitzwilliam College, Cambridge CB3 ODG, e-mail hr@fitz.cam.ac.uk not later than Monday 18 November 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: House Porter (flexible shifts, working five days out of seven)

Reporting to: Deputy Accommodation & Housekeeping Services Manager

Principal Responsibility

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

1. Key Tasks

1.1 Assist with the upkeep of all College offices and public areas in accordance with a work schedule issued by the Deputy Accommodation & Housekeeping Services Manager.

1.2 Assist the Deputy Accommodation and Housekeeping Services Manager and Senior House Porter in providing AV services and rooms set ups for conferences and college events.

1.3 Maintain the allocated areas of the College to the required standard of cleanliness.

1.4 Assist with the removal of rubbish from the College grounds.

1.5 Assist with moving items of furniture, deliveries and any other task that might require lifting of heavy items as directed by the Deputy Accommodation & Housekeeping Services Manager, Senior House Porter and Supervisors.

1.6 Report immediately any maintenance issues or breakages in the assigned areas of responsibility to the Accommodation & Housekeeping Services Manager/Deputy Manager and relevant departments.

2. Operations and communication

2.1 Ensure good communication and liaison with relevant departments at all times.

2.2 Be a proactive member of the team working as part of a team or alone, as required by the Accommodation & Housekeeping Services Manager, Deputy Manager, Senior House Porter or Supervisors.

2.3 Keep all the cupboards in a tidy condition and take stock of the items stored on a regular basis.

2.4 Keep all cleaning and AV equipment in working order and accounted for at all times.
3. **Customer Service**

3.1 Ensure the delivery of the Accommodation & Housekeeping charter and code of conduct.

3.2 Liaise with the supervisors and managers on any recommendations to improve customer care.

4. **Health and Safety**

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 Report any Health and Safety hazards to the Accommodation & Housekeeping Services Manager/Deputy Manager.

5. **Other duties**

5.1 Attend all relevant training as directed by the Accommodation & Housekeeping Services Manager/Deputy Manager.

5.2 A flexible approach to days of work and working hours is essential, particularly during conference periods. Occasional overtime will be required in busy periods.

5.3 Any other miscellaneous duties as required by the Accommodation & Housekeeping Services Manager.
# House Porter (flexible shifts)

## Person specification

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<thead>
<tr>
<th>Qualifications, Education</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
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### Skills, Knowledge and Experience

- Good level of spoken English
- The ability to read and follow written work instructions on a day-to-day basis
- The ability and aptitude to set up and operate most AV equipment – ie PC/laptops, overhead projectors and sound.
- Experience of working as a House Porter
- Experience of Health & Safety standards
- COSHH

### Personal attributes

- Excellent communication skills
- Flexible, professional approach
- Ability to work independently and on own initiative as well as the ability to work as part of a team
- Reliable

### Other requirements of the role

- Ability to undertake heavy lifting eg furniture removal, rubbish removal etc
- Flexibility to work five days out of seven per week, depending on business needs
- First aid qualification