Full-time Lodge Shift Porter
(Fixed-term contract)

Fitzwilliam College is seeking to appoint a flexible temporary Lodge Porter to join the Porters’ team.

College Porters fulfil a vital role in the running of a College and often provide a lasting impression on the lives of students. The Porters’ Lodge is the first point of contact for most people connected with the College and the team is expected to provide a consistently friendly, welcoming, professional and supportive reception service to all members, residents, staff of and visitors to the College, whilst also taking a firm line in the enforcement of College rules and regulations in the interests of the community as a whole. Porters fill a number of roles including Security, Reception, First Aid, emergency response and provide a point of contact for information and assistance to students and visitors to the College. The role is a varied one, presenting unique challenges and opportunities to make a positive impression on all who visit, work or study at Fitzwilliam College.

The Porters’ Lodge consists of the Head Porter, two senior Porters and seven Lodge Shift Porters, and it operates 24/7 over 365 days a year.

There is a need to appoint a temporary Lodge Shift Porter to strengthen the Porters team. The role is shift-based and will include some evening, weekend and night working.

Applications are welcomed from candidates who are committed to providing first-class customer service and who have a genuine interest in working in the College environment. Excellent communication and interpersonal skills are a prerequisite, together with a team orientated, flexible approach.

A full job description and person specification is attached.

Conditions of Employment

The temporary Lodge Shift Porter will be appointed for an initial fixed-term period of three months to cover a period of sickness absence and assist in covering some other vacant shifts. At the end of this period, the needs of the Lodge will be reviewed and there may be the possibility that the contract is extended.

The contracted salary is based on a notional 39.5 hours per week, with a pro rata salary of £21,649.18 per annum. The College also offers pro rata entitlement to 33 days’ holiday (including Bank/public holidays), a contributory Group Personal Pension scheme, free uniform, free meal on duty and car parking on site (when available).
General Background: (see also www.fitz.cam.ac.uk)

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 postgraduate 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.

Application process

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.

Applications should reach Mrs Sarah Rowland-Jones, HR Officer, Fitzwilliam College, Cambridge CB3 ODG or e-mail hr@fitz.cam.ac.uk by 12 noon on Thursday 14 November 2019. Applicants must provide a covering letter and a completed application form.

For informal enquiries, please contact Stuart Douglas, Head Porter: head.porter@fitz.cam.ac.uk, tel. 01223 332038.

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

In applying for this vacancy, 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: Lodge Porter

Reporting to: Head Porter

The Lodge Porter will work an average 39.5 hour week, on a rotating shift basis, including nights, evening and weekends.

Principal Responsibility

To be responsible for the Security of the College buildings and grounds and to provide a reception service in the Porters’ Lodge.

Specific Duties

Security and Emergency Duties

- To be responsible for the security of the College buildings and grounds, carrying out patrols as required; ensuring that immediate communication with the Lodge and/or emergency services is available.
- To provide First Aid cover and emergency response in the event of fire, accident or illness.
- To supervise and manage the car parking on College property.

Mail Services

- To process incoming and outgoing mail in a timely and efficient manner, ensuring all records are maintained correctly.
- To carry out delivery and collection of College mail, ensuring that this is carried out efficiently in accordance with agreed procedures.
- To operate the College Franking machine, ensuring franking is completed correctly and mail processed to minimise losses to the College.

Keys, Telephone & Reception

- To ensure that College keys are issued and returned in accordance with specified procedures and all logs of key issues and returns are maintained accurately and legibly.
- After appropriate training, to maintain up to date, accurate records of College keys and locks and ensure that sufficient stocks of such are maintained.
- To provide an efficient, welcoming and friendly reception service at the Porters’ Lodge to all College Fellows, staff, students, visitors and Conference guests.
- To operate the College telephone exchange, voicemail and fax machine, ensuring that incoming calls are dealt with in a timely manner, and are processed efficiently.
- To relay any messages via internal telephone or pigeonholes.

Handover and Records

- To ensure that a full handover is given/received when going off/coming on duty.
- To ensure all records and logs are completed accurately and legibly.
**Additional Duties**

- To process any cash, cheque or credit card transactions accurately, ensuring the transaction is processed through the till correctly.
- To ensure that the Porters’ Lodge is maintained in a clean and tidy state.
- To ensure that all notices displayed in the Lodge are maintained and updated as necessary or as directed by the Head Porter or their Deputy.
- To be in date for First Aid training.
- To ensure the College flag is flown at appropriate times, or as directed by the Head Porter or their Deputy.
- To ensure that all policies and procedures in the Porters’ lodge are maintained and updated as required.
- To maintain an ethos of ‘continuous improvement’ within the Porters’ Lodge, ensuring that processes are reviewed and updated to maximise efficiency and achieve best value.
- Comply at all times with the requirements of the College Health and Safety policy and positively contribute to maintaining a safe working environment.
## Person Specification

<table>
<thead>
<tr>
<th>Qualifications, education</th>
<th>Essential</th>
<th>Desirable</th>
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| N/a                      | • Good level of basic education  
                          • First Aid training (though training will be given) |

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<tr>
<th>Skills, knowledge, experience</th>
<th>Essential</th>
<th>Desirable</th>
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| • Experience of working front of house or in a customer-based service area | • A basic knowledge of IT  
                          • Experience of working nights  
                          • Experience of lone working |

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<tr>
<th>Personal attributes</th>
<th>Essential</th>
<th>Desirable</th>
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| • Ability to work with minimal supervision  
  • Focussed team player, able to understand and fulfil their role in achieving team goals.  
  • Proactive, self-motivated with a desire to always deliver the best standards of service  
  • Conscientious, with an eye for detail  
  • Excellent communication and interpersonal skills  
  • Able to manage difficult situations with diplomacy and to maintain confidentiality at all times  
  • Flexibility in their approach to work.  
  • Ability to follow set procedures where required  
  • Smart appearance | • A reasonable standard of fitness is required, as the role involves walking and climbing stairs  
                          • Flexibility/availability to work additional shifts as required. |