SENIOR HOUSE PORTER/AUDIO VISUAL SUPPORT

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 £1.8m, 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/Audio Visual Support

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 and the set-up and support of Audio Visual (AV) services within College. 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. The daily start time will normally be between 7.00am and 8.00am, although candidates should again be flexible depending on College need. There is a half hour lunch break each day. The postholder will be required to work additional pre-arranged overtime as necessary, particularly in busy conference periods, for which overtime will be paid.

The annual salary for this position is £20,158.33. 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 or 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 **26 January 2020**.

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/Audio Visual Support
Reporting to: Deputy Accommodation & Housekeeping Manager
Department: Accommodation & Housekeeping

Principal Responsibility
To ensure the delivery of a first-class service for the relevant College departments, and external customers, in respect of Housekeeping services and the set-up and support of Audio Visual (AV) services within College.

Key tasks

1. Organisation, operations and communications

1.1 Supply the services for Housekeeping and Events departments
1.2 Ensure good communication and liaison with relevant departments at all times
1.3 Set up conference rooms in accordance with the work schedule
1.4 Cover areas of work in the Housekeeping department, where needed, during holidays/sickness
1.5 Maintain all areas of College to a high standard of cleanliness and presentation
1.6 Responsible for coordinating the waste collection areas on College property

2. AV Support

2.1 Provide set-up and support of AV equipment and services to conferences and College Events
2.2 Keep accurate and regularly updated records of the College-owned AV equipment
2.3 Liaise with the College Housekeeping, IT and Events departments, when required, on all matters concerning the AV services
2.4 Maintain the AV equipment keeping it in good working order
2.5 Engage with internal and external experts on AV training, when necessary, developing new skills and acquiring knowledge
2.6 Ensure all equipment is stored safely and is accessible to others when absent

3. Training & Supervision

3.1 Train all team members of staff, where necessary, to the standards set by the College
3.2 In conjunction with the Deputy Accommodation and Housekeeping Services Manager, compile weekly rota for the House Porters
3.3 Motivate the team, improving their efficiency and effectiveness
3.4 Assist the Deputy Accommodation and Housekeeping Services Manager with checking that all conference rooms are set up to the required standard
4. **Customer Service**

4.1 Ensure the delivery of the Accommodation & Housekeeping charter and code of conduct

4.2 To put forward any ideas or suggestions to improve customer care

5. **Other duties**

5.1 Comply at all times with the requirements of the College Health and Safety policy and positively contribute to maintaining a safe working environment

5.2 Any other miscellaneous duties as required by Accommodation and Housekeeping Manager, Deputy Manager or the Domestic Bursar

5.3 Weekend and evening work will be required on occasions, which will be managed on an ‘as required’ basis. A flexible approach to normal working hours is required, particularly during conference periods

5.4 Maintain basic knowledge of College’s operational IT systems relevant to role
## Person specification

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

- Experience of working as a Housekeeping Porter, or similar
- Experience of the set-up and support of AV equipment – i.e. PC/laptops, overhead projectors and sound.
- Good understanding of spoken and written English language
- The ability to read and follow written work instructions on a day-to-day basis
- Ability to prioritise workload and manage time effectively
- Previous supervisory experience
- Experience of Health & Safety standards
- COSHH
- Knowledge of the workings of AV services – training will be given

### Personal attributes

- Excellent communication skills, both written and oral
- Flexible, professional approach carrying the duties of the position
- Ability to work independently, as well as the ability to work as part of a team
- Reliable, professional, with good attention to detail

### Other requirements of the role

- Ability to undertake heavy lifting e.g. furniture removal, rubbish removal, setting up meeting rooms
- Qualified First Aider (though will be trained)