INTERNAL VACANCY - HOUSE PORTER

Opportunity for a secondment or temporary contract

The Accommodation & Housekeeping department is looking to appoint a House Porter within the team.

The College is keen to offer this opportunity to internal applicants (members of staff, casual and temporary workers) in the first instance and is flexible in approach to the appointment, depending on individual circumstances. For permanent staff, particularly those currently on furlough, it is an excellent opportunity for a secondment to a different department on a temporary basis, where you will experience working at the College from a different perspective and possibly learn new skills. For casual applicants, it offers an opportunity for appointment to the staff on a temporary full-time contract in the first instance.

The principle duties of a House Porter include assisting with the upkeep and cleaning of all College offices and public areas, helping with furniture removal, setting up conference and meeting rooms, including checking required AV equipment, 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.

The full job description and person specification is 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.

The annual salary for this position is £17,884 at Grade 7. Benefits of employment include a discretionary bonus scheme, 33 days’ annual leave (including bank/public holidays), enrolment into a contributory Group Personal Pension scheme and free lunch on duty, when available.

Application Procedure

To apply, you should provide a letter or email of application, clearly outlining why you are applying for the position and demonstrating how your skills and experience match the job description and requirements in the person specification.

Applications must reach Sylwia Kowalska, Acting Accommodation & Housekeeping Manager, by e-mail: housekeeping.manager@fitz.cam.ac.uk not later than 9.00am on Tuesday 11 August 2020. For informal enquiries, please contact Sylwia Kowalska by email as above or by telephone on 01223 332011.
Job Description

Job Title: House Porter (flexible shifts, working five days out of seven)

Reporting to: 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 Accommodation & Housekeeping Services Manager.

1.2 Assist the Accommodation and Housekeeping Services Manager 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 Accommodation & Housekeeping Services Manager and Supervisors.

1.6 Report immediately any maintenance issues or breakages in the assigned areas of responsibility to the Accommodation & Housekeeping Services 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 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.

5. **Other duties**

5.1 Attend all relevant training as directed by the Accommodation & Housekeeping Services 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

## Person specification

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<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