



Selwyn College Cambridge

Job Description

Deputy Head Porter

Job title:	Deputy Head Porter
Department:	Porters' Lodge
Reports to:	Head Porter
Working pattern:	Full time 37.5 hours per week
Contract:	Permanent, subject to a probationary period

Purpose of the role

The Deputy Head Porter, together with the Head Porter, is responsible for the day to day management of the Porters' Lodge to ensure that a high quality, efficient and effective service is provided to all students, staff, fellows and visitors. The post-holder trains and line manages the team of Porters, Night Porters and Relief Porters. They assist the Head Porter in all fire, security and safety matters and deputise for the Head Porter as required.

Key responsibilities

- Supervise and monitor the work of the Porters to ensure they carry out all security, administration and front of house duties to a high standard at all times, including:
 - Monitoring the efficient receipt, sorting and delivery of all internal and external post.
 - Monitoring the reporting and recording of all incident and accidents occurring in College.
 - Monitoring the general tidiness of the lodge, post room and print room.
 - Monitoring the issue of keys, ensuring accurate records are kept at all times.
 - Supervising staff when handling enquires from visitors, conference guests, students, Fellows and staff in person, by telephone and email.
 - Ensuring adequate funds and consumables for the franking machine.
- Line manage the porters, night porters and relief porters.
- Ensure staff receive appropriate training and development, effectively delegate work, manage performance, maintain absence records; conduct return to work interviews, appraisals and regular progress reviews.

- Complete staff rosters to cover appropriate shifts as determined by the Head Porter, responding to the flow of the academic year, conferences and other events where shifts may require cover.
- Assist the Head Porter to develop and implement long term plans and development strategies.
- Maintain and refresh the porters' procedures database containing procedures and performance standards for all tasks and shifts.
- Supervise the allocation of pigeonholes to all appropriate students, Fellows and staff.
- Develop a thorough working knowledge of the undergraduate, graduate and Fellows accommodation guides and ensure the porters have access to and understand the guides.
- Undertake a key check audit at the end of each term, raising bills for losses and re-order as necessary to ensure the College has sufficient numbers of spares.
- Oversee the provision of the card access system to members, guests and contractors.
- Supervise the regular termly checks of the lost property register and the disposal of relevant items in a timely manner (timing of these checks to be agreed with the Head Porter).
- Represent Selwyn College at appropriate meetings in the absence of the Head Porter.
- Play an active role in the recruitment of new porters.
- Lead a highly positive and passionate department environment.
- Provide assistance with the audit of data and successful implementation of systems and processes to ensure departmental compliance with the GDPR regulations.
- Manage and review the department documentation and procedures with the Head Porter
- Provide the highest standard of customer service to all clients whilst delivering a professional service. Be an ambassador for the College at all times.
- Report any health and safety, IT and maintenance concerns and take appropriate action to ensure they are rectified to an acceptable timescale.
- Monitor the lone worker procedures and to take any follow up action to ensure the safety of College staff.
- Monitor the general tidiness of the Lodge, post room and locker room, ensuring at all times that items are stored in a safe manner within HSE guidelines.
- Participate in the Freshers' induction police and fire safety talks.

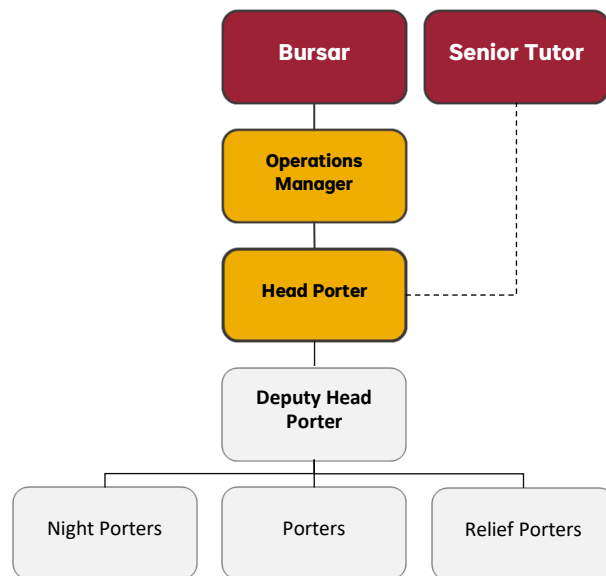
- Monitor and supervise weekly safety and security checks College wide.
- Undertake regular spot checks of all other areas checked by the porters, document the inspections and take any appropriate follow up actions where necessary.
- Supervise daily checks of all college car parks for unauthorised parking and take follow up action where necessary.
- Monitor the College system for the registration of bicycles and undertake an annual cull.
- Monitor the stock of spare fire extinguishers and fire blankets and re-order / arrange service calls as necessary.
- Maintain a detailed working knowledge of all fire systems and all emergency procedures in respect of alarm systems.
- Ensure that written instructions of the fire alarm systems are included in the database procedure file and are kept up to date following any changes or updates.
- Undertake and accurately document weekly fire alarm tests, delegating weekly tests to the porters in periods of absence.
- Train and supervise the porters' observance of all fire, health and safety and security procedures.
- Organise inspections of pathways and report areas of concern to the relevant department delegating the inspections to porters during periods of absence.
- Manage and maintain first aid kits in liaison with College departments.
- Carry out monthly AED checks.
- Develop and continuously update a working knowledge of all technical and mechanical systems. (Fire detection/alarm panels, Cripps gate program, intruder alarms, Lodge IT, Lodge digital board, disable doors & alarms).
- Liaise with outside service providers to ensure the lodge and College operations continue to run smoothly and safely.

Other duties

- Attend and assist the Head Porter during ceremonial events.
- Provide duty cover, when necessary and as outlined in the Porter Job Description.
- Undertake any other duties as may be reasonably requested by the Head Porter.

These duties may vary from time to time. Any signification changes will be subject to the usual consultation process.

Where you fit into the structure:



Requirements for the role

Criteria	Essential	Desirable
SKILLS		
Excellent administrative and organisational skills, with the ability to effectively manage and prioritise own workload	X	
Customer-service trained with an approachable and collaborative working style	X	
Strong communication skills, both verbal and written	X	
Proven ability to supervise or manage a team	X	
Sound IT skills preferably Microsoft Office Suite (Outlook, Word, Excel)	X	
Proven ability to delegate responsibly	X	
EXPERIENCE		
Previous experience in a similar Higher Education environment		X
Evidence of knowledge and practical application of Health and Safety or Fire Safety or First Aid	X	
Previous experience of dealing with challenging situations	X	
Ability to analyse information and give clear advice		X
EDUCATION		
Educated to A'level standard or equivalent		X
Demonstrates continuous learning and development		X
First Aid qualification		X
PERSON SPECIFICATION		
Well-presented, professional appearance	X	
Good powers of persuasion to enable speedy conflict resolution	X	
Ability to act calmly in pressurised situations	X	
Good role model	X	
Able to treat everyone with equal importance	X	

If you do not meet all the criteria, don't be deterred from applying if you feel this role is for you. You may have other relevant skills and experience which would prove valuable in this role