



Selwyn College Cambridge

Night Porter

Job Description

Job title:	Night Porter
Department:	Porters' Lodge
Reports to:	Deputy Head Porter
Contract:	Permanent

Purpose of the role

To work alongside the Duty Shift Porter from 21.00 until 05.00, engaging in all activities to ensure the safety and security of College property and buildings, College members, staff, guests and visitors. The Night Porter will report into the Deputy Head Porter and work with the team to fulfil the objectives of the College's Porter operations.

Key duties and responsibilities

- Respond to all calls, emails and enquiries during the shift
- Respond immediately to all fire alarms and emergency situations
- Administer first aid as first responder
- Record all incidents, accidents and emergencies before leaving the shift
- Patrol College premises regularly throughout the shift
- Lock and unlock College premises in a timely manner
- To undertake 'First Aid at Work' training to become and remain a qualified College First Aider.
- Monitor and actively engage at all College bops, parties and functions
- Ensure College members and guests behave in an orderly, responsible manner
- Receive and welcome the arrival of students and guests using the Mercury rooms booking system

- Administer the departure of students and guests using the Mercury rooms booking system
- Sell College memorabilia, stamps and cards
- Monitor CCTV cameras and deal appropriately with intruders and trespassers
- Engage in College Fire drills as required
- Undertake all aspects of administration for the Porters' Lodge such as:
 - Photocopying, including restocking paper supplies
 - Re-stocking merchandise
 - Manage confidential waste and recycling
 - Update and review the Porters' Lodge diary, calendar and clocks
 - Prepare all daily sheets before hand-over
 - Manage milk supplies
 - Sort and deliver newspapers
 - Collect and re-distribute College 'A' boards as required
 - Make ready the Porters' Lodge for the day shift
- Behave in a professional manner at all times and to represent the College as its ambassador.
- Undertake any other reasonable duties as may be required by the Deputy Head Porter.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.

Requirements for the role

Essential:

- Customer-focused, with a friendly, helpful and efficient 'can-do' manner.
- Ability to respond courteously, helpfully and efficiently to all face-to-face enquiries and on the telephone.
- Computer literate, with experience of using e-mail and MS Word.
- Discretion at all times when dealing with matters of a personal or confidential nature.

- Ability to follow procedures and attention to detail.
- Personable and enthusiastic.
- Flexibility to work overtime to cover for absence and annual leave.
- Ability to work without close supervision.
- Reliable and dependable.
- A smart and tidy appearance.

Desirable:

- An awareness of health and safety at work.
- Qualified first aider.
- Previous experience in a security or fire safety role.

Where you fit in the structure:

