Deputy Head Porter

Role

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.

Job description

The Deputy Head Porter will report to the Head Porter and line manage a team of porters to fulfil the College’s objectives of the Porters’ Lodge. The post holder will lead and motivate their team, assist the Head Porter in all fire, security and safety matters and deputise for the Head Porter during any leave of absence.

Key duties and responsibilities:

- To 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.
  - To ensure adequate funds and consumables for the franking machine.

- Assume line management responsibility for the porters, night porters and relief porters. Ensure staff receive appropriate training and development, 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 reorder as necessary to ensure the College has sufficient numbers of spares.

• 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.

Fire, Health & Safety and Security

• 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.

• The Deputy Head Porter is also expected to provide duty cover when necessary as outlined in the Porter’s Job Description

• Undertake any other reasonable duties as may be required by the Head Porter

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

August 2019
Where you fit into the structure:

Operations Manager

Head Porter (including dotted line report to the Bursar)

Deputy Head Porter

Porters and Night Porters

Relief Porters