JOB DESCRIPTION

Job Title: Relief Porter

Department: Porters’ Lodge

Reports to: The Head Porter (& Deputy Head Porter.)

Role: Working as a team, Porters are responsible for the smooth and efficient running of the Porters’ Lodge, proactively taking responsibility for the safety and security of College premises, its members, staff and visitors.

Porters are expected to be an ambassador for the College by upholding the Porters’ Customer Service Standard.

Safety and Security of College Students, Staff, Guests and Visitors:

- Locking/unlocking College buildings in accordance with a lock-up schedule.
- Monitoring events in College.
- Issuing and accounting for College keys.
- Responding to fire alarms and participating in fire drills.
- Responding to and report appropriately other emergencies, incidents and accidents administering first aid where necessary.
- Undertaking regular patrols of College grounds and premises, including student accommodation.
- Weekly inspections of firefighting equipment in accordance with the College check sheet.
- Monitoring all College car parks.
- Registration of vehicles and bicycles.
- Ensuring the orderly behaviour of students within the College premises.
- Monitoring the College’s CCTV surveillance cameras.

Reception Duties:

- Handling enquiries from College members, guests and visitors in person, by telephone and e-mail.
- Sorting and distributing in-coming and out-going mail, including parcels and Special Delivery mail.
- Registering the arrival and departure of Students and Conference Guests using a computerised booking system (full training will be given).
- Liaising with the relevant departments regarding matters concerning Housekeeping, Conferencing, administration and Maintenance.
- Handling Guest Room bookings in the absence of the Accommodation Officer.
- Sale of College memorabilia, postcards and stamps using a till.

This is not an exhaustive list and other duties may be delegated by the Head Porter or her Deputy.

These duties may change from time to time due to the needs of the College. The post holder will be notified in advance of any significant changes.