Deputy Head Porter

Candidate Information Pack

April 2024
About Us

Magdalene College is one of the 31 Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are proud of our history, we are a thoroughly modern and forward-looking College.

There are roughly 600 undergraduate and postgraduate students in residence. 100 Fellows and the Master who together make up our College community. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. There is a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to our students. Further information is available on the College website at www.magd.cam.ac.uk.

Department Information

The main Porters’ Lodge is based in Magdalene Street and is staffed 24 hours per day, 365 days a year. The Porters’ Lodge is the reception point for visitors and it is essential that our porters are polite, helpful and welcoming to all who need assistance. This can include external visitors, students in need of support as well as staff and fellows. The Porters’ Lodge is an important part of College life and it is essential that Porters support students during their studies as well as the wider College Community. A brief organisation chart is shown below.
Role Summary

The Deputy Head Porter will assist the Head Porter in the management of the Porters’ Lodge providing a friendly, welcoming and safe environment. The post holder will work with the Head Porter on the recruitment, induction and training of all Porters to ensure shifts are filled and policies and procedures are followed. As Deputy Fire Officer the post holder plays an important role in ensuring fire alarm checks are carried out, equipment is maintained and staff are able to respond to an emergency situation.

Responsible To: The Head Porter

Job Description

Main Duties and Responsibilities

The main duties of the post include the following (this list is not exclusive):

Porters Lodge

- To assist in the supervision and administration of the day-to-day operation of the Porters’ Lodge and its staff. Deputising for the Head Porter in their absence.
- To administer the rota and leave system to ensure minimum staffing levels are maintained at all times. Ensure that all leave e.g. annual or sickness is accurately recorded. To keep in touch with part time staff and relief staff for best use of filling open shifts in line with the budget.
- To support the Head Porter and deputising in their absence with managing, recruiting, training and leading all Lodge staff to ensure the smooth running of the Lodge at all times.
- To assist the Head Porter in ensuring that all policies and procedure remain up to date and are implemented correctly.
- Working with the Senior Porter to ensure that the College Porters develop and maintain awareness and provide appropriate emergency assistance in cases of fire, flood, accident, injury or sickness.
- Ensure that the Porters receive, welcome and assist all residents, visitors (including contractors) and the general public to the College in a timely, efficient and effective manner. This could be in person, over the phone or through email communication.
- Along with the Senior Porter, ensure that the handover from the previous Porters and incoming Porters are handled satisfactorily and all relevant messages passed on. Read and act on any points in the occurrence book that need addressing or has further action required.
- To work with the Senior Porter to ensure emails within the Porters group email box are being opened and replied to in a timely manner. Follow up on ongoing issues. Ensure the outlook calendar is being checked.
- Ensure that the Porters administer the issue and receipt of room keys correctly.
- To oversee and ensure the Porters are aware of the process for managing the arrival of incoming mail, recorded deliveries and parcels and their subsequent dispersal; ensuring outgoing mail is franked and all incoming and outgoing mail via the University Messenger Service (UMS) is also dealt with.
- To schedule the first aid and similar courses for lodge staff.
- To work with the Senior Porter to set a standard of professionalism within the lodge, creating a warm friendly atmosphere for staff, students, the fellowship, and the public.
Security
- Preserve the security of College Buildings, grounds and gates by ensuring that the Porters monitor and respond with alacrity to intruder alarms, patrol the College and College hostel premises and grounds as required.
- To assist the Head Porter in administrating the Salto locking system and CCTV system. This involves regular audits on the salto system.
- To oversee the provision of keys for contractors, ensuring they receive the correct access and that cards are returned or cancelled.
- Review CCTV when required and authorised to do so by the Assistant Bursar and Head Porter, update the CCTV log.

Fire Regulations and Health and Safety
- To undertake the role of Deputy Fire Officer
- Assist the Head Porter in meeting the required health, safety and fire regulations, and ensure compliance with relevant statutory legislation.
- Work with the Head Porter to ensure equipment and assets are serviced and recorded in line with the schedule. Conduct a monthly audit to ensure there is an up-to-date inventory of all fire store equipment.
- Ensure that the Porters monitor, test and obtain an excellent working knowledge of all College and Hostel fire and smoke alarm systems. Work with the Senior Porter to ensure any actions are followed up with contractors.
- Maintain the accident book within the lodge, ensuring onsite safety of visitors.

Student Welfare
- To be aware of issues with students and be proactive in their care, working in conjunction with the Head Porter and welfare team.
- To respond promptly in emergency situations, acting sensitively and with discretion in accordance with procedures, maintaining confidentiality at all times.
- With support from the Senior Porter, to be responsible for the administration and reorders of student cam cards. Ensure charges are applied to student accounts through the finance office. Ensuring that new card reach recipients.

Miscellaneous
- Attend the Cambridge College Head Porters’ Committee, the College Heath and Safety Committee and the Heads of Department meetings as necessary in the Head Porter’s absence.
- Check noticeboards to make sure information displayed is in date and relevant
- To assist the Head Porter with administering punt hire between April and October by producing spreadsheets when required.
- To ensure the College parking policies are adhered to.
- To support the Senior Porter in administering all bicycles registration and ensure that regular bike culls are carried out.
- Ensure compliance with the College flag flying days.

Key Contacts

Internal
- All Porters/ catering/conference/buttery/housekeeping staff/ College Office
- The Master, President and other members of the Fellowship
- Heads of department
Students, in particular Student presidents and May Ball committee members

**External**
- Other college head porters
- Professional consultants working in Fire Safety and security
- Regulatory bodies
- Crime Prevention Agencies
- College suppliers (furniture and other supplies)
- Agencies for provision of temporary staff

## Person Specification

The following criteria are appropriate to this post:

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<tr>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
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| **Education/Qualifications** | Educated to A level standard with sound written and numerical skills | University degree/higher level qualification  
Current IOSH/NEBOSH qualification |
| **Experience** | Management or supervisory experience in a front-line customer service environment  
Involvement in developing and revising procedures.  
Experience of fire safety management and more general experience of Health & Safety | Experience in a college, higher education environment or charity sector |
| **Skills/Ability/Knowledge** | Excellent team leader with good motivational skills and communication style  
Sound organisational and problem-solving skills  
Good standard of computer literacy (including MS Office 365- Word, Excel)  
Independent working style and ability to generate own ideas to solve problems  
Capable of working under pressure with a range of competing deadlines and ability to prioritise workloads | |
| **Personal Qualities/Attributes** | Approachable and professional, maintaining diplomacy and discretion  
Excellent listening and communication skills with the awareness of when to delegate or escalate an issue  
Ability to adopt confidential approach  
Able to build professional relationships with a wide range of individuals both within the College and externally | |
Remuneration and Benefits

Remuneration
The post is offered at a starting salary of £31,000 - £33,900 per annum.

Hours of Work
The hours of work are 40 hours per week typically worked Monday to Friday although the post holder may be required to work some weekends or nights at particular times of the year.

Holidays
The College offers full time members of staff 33 days leave a year, including bank holidays. This is pro-rata for those who are not full time.

Pension
The post holder will join the College’s auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

College Facilities for Staff
Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court. These can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football Astro pitches can be booked through St John’s College.

Magdalene is registered with Cycle Scheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters’ Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

Meals
All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £5.90 per day which equates to over £1,300 per year for those working in College 5 days a week.

Family Friendly Policies
The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the Staff Handbook.

Staff are eligible to use the Tax-Free Childcare Scheme recently introduced by the government to replace Childcare Vouchers.

Probationary and Notice Period
There will be a six-month probationary period. Upon successful completion of the probationary period, the notice period will be two months.

How to Apply
Please download and complete both parts of the application form from the College website at www.magd.cam.ac.uk/about/vacancies/non-academic.
Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is:
HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

**Enquiries**
Further enquiries about your application may be made by email to

**Closing Date**
9am Thursday 18\textsuperscript{th} April but this may close earlier if a suitable applicant is found during interviews.

**Interviews**
Interviews are expected to take place on either the 24\textsuperscript{th} or 26\textsuperscript{th} April.