Relief Porter

Candidate Information Pack

June 2023
About Us

Magdalene College is one of the ancient Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are rightly proud of our history, we are a thoroughly modern and forward-looking College. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. However, there is also a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to junior members. There are around 600 undergraduate and postgraduate students, and just over 100 Fellows and the Master who together make up our warm and thriving College community.

Further information is available from the College's website [http://www.magd.cam.ac.uk/](http://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.

Role Summary

To assist the Head Porter in ensuring the provision of effective and efficient reception and support to students, staff, fellows and visitors. This is a varied role that touches all elements of college life. Porters are also responsible for providing a mail delivery service for the College and responding to any emergency situation such as fire alarm or security issue within the college and its associated buildings. This post is a casual Relief Porter to work covering the absence of other Porters. Shifts could be offered for any day or night. There is no obligation on the College to offer work or on the post holder to accept it.

Responsible to: Head Porter
Job Description

Main Duties and Responsibilities

- Receive, welcome and assist all visitors, including conference delegates, Fellows, students and staff to the Porters' Lodge in a timely, efficient and helpful manner.

- To be available to support students 24 hours a day, 7 days a week. This may be involve assisting with welfare matters, general enquiries and support.

- Assist in the booking of guest and public rooms, as directed by the Head of Operations.

- To work with the relevant student bodies in overseeing student social events such as Bops.

- Assist the Head of Operations in the maintenance of discipline; ensure all students observe College rules and report any lapses to the appropriate authority.

- Develop and maintain awareness of procedures and provide necessary emergency duties in cases of fire, flood, accident or illness; monitor, test and obtain good working knowledge of College, Hostel and other designated property, fire and smoke alarm systems; carry out health and safety and fire checks as directed.

- Operate the telephone exchange; take and relay messages via the telephone or through the use of pigeonholes.

- Carry out basic computer duties and CCTV monitoring.

- Issue, receive and check room keys in accordance with administrative procedures.

- Carry out small maintenance jobs in an emergency.

- Assist with car and bicycle parking.

- Provide the timely and accurate collection, sorting and delivery of external and internal mail to pigeonholes in the Porters’ Lodge (and to various College locations); ensure that off-site mail is franked/dispatched as appropriate. Redirect mail when required.

- Maintain administrative records as required by the Head of Operations; ensure the overlap and timely handover of duties to the incoming Porters to include the relay of necessary information.

- Ensure the prompt reporting of any defects to the Head of Building Services.

- Administer punt hire between April and October.

- Ensure the security of College buildings, grounds and gates; monitor and respond to intruder alarms; patrol the College and College hostels and any other designated property as required and as specifically directed by the Head Porter.

- Undertake other duties and responsibilities commensurate with the post from time to time as directed by the Head of Operations.

- You will be required to become a qualified First Aider and Personal Alcohol Licence holder, and will be subject to an enhanced DBS check.
Person Specification

The following criteria are appropriate to this post:

Knowledge and experience:
1. Experience in a customer facing or customer service role
2. Experience of reception would be an advantage
3. IT literate

Personal skills and abilities:
1. Excellent interpersonal skills and the ability to communicate in a courteous, friendly and professional manner
2. Excellent telephone manner
3. Confidence to work alone, to self-motivate and to plan workload
4. Ability to remain calm and resolve problems tactfully
5. Approachable, conscientious, hardworking and reliable
6. Flexibility to work additional shifts when necessary
Remuneration and Benefits

Remuneration
Pay will be made for the hours worked at a rate of £11.61 per hour.

Hours of Work
The main Porters’ Lodge is based in Magdalene Street and is staffed 24 hours per day, 365 days a year and Porters work 12 hour shifts. Shifts may be offered across days, nights, week days or weekends. There is no obligation on the College to offer work or on the post holder to accept it.

Holidays
Paid annual leave accruing at a rate of 14.54% of hours worked

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 £1300 per year for those working in College 5 days a week

How to Apply
Please download and complete both parts of the application form from https://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 hr@magd.cam.ac.uk