Senior Porter

Candidate Information Pack

July 2024
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.

The College employs just over 100 members of staff across various departments including Alumni and Development, Academic Office, Finance, Catering, Maintenance, Gardens, Libraries, Porters, Houskeeping and IT.

Further information is available from the College’s website 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

We are looking for a Senior Porter to assist the Head Porter and Deputy Head Porter in the management of the Lodge to ensure a smooth and efficient service is provided to staff, fellows visitors and students.

Responsible to: Head Porter
Job Description

Main Duties and Responsibilities

Cam Cards
Assist the Deputy Head Porter (DHP) with the ordering and distribution of cam cards. Review all updates and communication notices from the University Cam Card department.

CorKeys
Assist the DHP to ensure that all CorKeys are made up in accordance with any discrepancies highlighted in Deputy Head Porters monthly audit.

Fire
Assist the DHP with college fire safety administration and monthly fire store stock check. Where possible assist with the weekly fire check and assist the DHP and Head Porter (HP) with follow up actions. Ensure any fire alarm faults are reported and recorded in line with the policy. Assist DPH and HP with ensuring fire points have correct signage and are asset numbered in accordance with Maintain X.

Administration
Work with the DHP to ensure all actions from Porters Handover Sheet and occurrence book are managed and completed and reported the HP. Work with the DHP to ensure all calendar occurrences are being accepted and actioned. Ensure the Porters inbox is being read and actioned. Check the occurrence book on shift and sign off any action taken.

HR
Work with DHP to ensure all time sheets are being completed and handed into management weekly.

Uniforms
Manage Porters uniform requests and uniform store. Liaise with Deputy Head Porter and Head Porter to order clothing. Manage the uniform store alongside the Seamstress.

Meetings
Where possible attend departmental meetings in the absence of the Deputy Head Porter and Head Porter.

Contractor Keys and access
Assist the Deputy Head Porter to ensure all contractor keys are accounted for and discrepancies are reported and actioned.

Training
Work with the Deputy Head Porter to ensure all training to new staff is completed in accordance with the Porters training policy. Assist the HP at Porters Training days.

Doors
Work with the Deputy Head Porter to complete Salto key audit discrepancies are managed and changes completed. Work alongside the Deputy Head Porter, IT and the Maintenance department to program new Salto locks.

Standards
Set the standard of professionalism within the Lodge to all Porters to all. Ensure rest area and kitchen is kept clean and tidy.
Events
Work within the management team for large college events to oversee security and welfare.

Bikes
Manage the colleges bike racks and manage a yearly cull with the assistance of the Deputy Head Porter.

Connections
Establish connections with Senior Porters from other colleges.
With the support of the Deputy Head Porter disseminated the local security briefings from the Police.

First Aid
Complete monthly first aid check and report missing items to college nurse. Weekly check of Defib machines.
within the lodge, creating a warm friendly atmosphere for staff, students, the fellowship, and the public.

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 management or supervision of staff 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. Confidence to work alone, to self-motivate and to plan workload
3. Ability to remain calm and resolve problems tactfully
4. Approachable, helpful, conscientious, hardworking and reliable
5. Flexibility to work additional shifts when necessary
Remuneration and Benefits

Remuneration
The annual salary is £29,456 p.a. This is before any cost of living award which is typically implemented in August.

Hours of Work
40.5 hours a week as part of the normal shift pattern. This consists of two days followed by two nights and then four days off.

Holidays
The post holder will be entitled to 268 hours of annual leave a year, including bank holidays.

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 Cyclescheme, 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 £1300 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 Period/Notice
There will be a 6-month probationary period. Upon successful completion of the probationary period, the notice period will be one month.

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

**Closing Date**
9am Monday 5\textsuperscript{th} August 2024.

**Interviews**
Interviews will be the week commencing the 12\textsuperscript{th} August 2024