The College

Magdalene College, (pronounced “Maudlin”) is one of the 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. There are about 500 junior members of whom approx 330 are undergraduates and 170 are postgraduates. There are 40 Fellows, headed by the Master, who make up the Governing Body of the College and also 13 Research Fellows.

On the non-academic side, there are approximately 105 employees in all, split between the various departments of the College, including Porters, Domestic staff, Maintenance, Conference and Catering, College Office and Tutorial staff.

Further details of the College are available on: the College’s Website: http://www.magd.cam.ac.uk

The Porters’ Lodge

The main Porters’ Lodge is based in Magdalene Street and is manned 24 hours per day, 365 days a year. A Porter is also required during the evening at our Cripps Court site in Chesterton Road. 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.

**Purpose of the job:** To assist the College Marshal in ensuring the provision of effective and efficient reception, security, fire and emergency, telephone answering and mail delivery service for the College and its associated buildings.

**Responsible to:** The College Marshal
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.

- 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 College Marshal.

- 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 College Marshal; ensure the overlap and timely handover of duties to the incoming Porters to include the relay of necessary information.

- Assist in the booking of guest and public rooms, as directed by the College Marshal.

- Ensure the prompt reporting of any defects to the Clerk of Works.

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

- Oversee student events e.g. Student Bops.
• Administer punt hire between April and October.

• Undertake other duties and responsibilities commensurate with the post from time to time as directed by the College Marshal.

• You will be required to become a qualified First Aider and Personal Alcohol Licence holder, and to have a 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 working with, and responding to, alarm systems
3. Experience of reception and/or security work would be an advantage
4. IT literate

Personal skills and abilities:
1. Excellent interpersonal skills
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. Physically fit and able to lift reasonably heavy weights
7. Flexibility to work additional shifts and weekends when necessary
Salary and Conditions

- The post is full time, on average 40 hours a week. The Porters’ Lodge operates on a shift system of 2 days and 3 nights, followed by 5 days off and an additional weekend worked every 10 weeks. The day shifts are 7.30am – 6pm; the night shift is two nights 6pm – 7.30am with the final shift 5pm -12pm. Flexibility is required as it may be necessary to work more hours in one week and/or month than the next, and availability at short notice is required to cover for sickness.

- The salary is £20,115 per annum (pay award pending).

- Benefits:
  - 33 days annual leave (including bank holidays)
  - Annual discretionary bonus (non-contractual)
  - Membership of a generous auto-enrolment contributory pension scheme after the probation period (if eligible)
  - Free lunch when College kitchens are open
  - Cycle to work scheme
  - Use of College punts in the summer
  - Use of sports facilities and gym
  - Generous family friendly and sickness policies

- There will be a six month probationary period.

[BS/HM, May 2018]

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