Magdalene College

CAMBRIDGE

HEAD PORTER

Job Description

The College

Magdalene College 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. 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 also a thriving extracurricular life in the College and the Tutors pride themselves on the high level of pastoral care offered to junior members. There are just over 530 junior members of whom approximately two thirds are undergraduates and one third postgraduates. There are 40 Official Fellows, headed by the Master, who make up the Governing Body of the College, a number of Research Fellows as well as Emeritus and Honorary Fellows.

On the non-academic side, there are approximately 105 employees in all, split between the various departments of the College. Further details of the College are available on: the College’s Website: http://www.magd.cam.ac.uk

The College has numerous buildings on and around Magdalene Street. These comprise of student and Fellow accommodation, offices and conferencing facilities. The buildings are therefore used for social and public gatherings as well educational purposes. The College also owns a number of properties which are leased for commercial use. Many buildings within the College Estate are grade 1 listed resulting in significant responsibilities and challenges for their maintenance and safety.

Due to retirement, we are seeking to recruit an experienced, motivated manager to lead the Porters’ Lodge and associated wide ranging responsibilities as the first point of contact for College members, conference guests and members of the public.

Purpose of the Job

The Head Porter is a key role within the College management team and is pivotal in the full range of College activities including: security and fire safety; student welfare and student facilities; enforcement of College rules; ceremonies and events; and effective management of the Porters’ Lodge. It is expected that the Head Porter will deliver the highest quality of service to the College, building relationships and effective communication within the College,
conference guests, members of the public, external advisers and the wider collegiate community.

The Porters’ Lodge operates 24 hours a day throughout the year, acting as the first, and main, point of contact for all College members and visitors. The Lodge provides information, mail handling, advice, telephone/email message service, first aid, welfare assistance and first line medical response, security and fire safety services. It also operates arrival & departure procedures. A further Porters’ Lodge within Cripps Court is operational when required.

**Reports to:** the Assistant Bursar

**Responsible for:** Deputy College Marshal, team of full time and part time Porters

A brief organisation chart is given below:

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**Key Contacts:**

**Internal**

- All Porters’ Lodge staff
- All Heads of Department
- College Officers, in particular the Dean, Senior Tutor, Senior and Assistant Bursars, and others Members of the Fellowship
- Health & Safety Officer
- All Students, in particular Student Presidents

**External**

- Other College Head Porters
- College’s Property agent
- Professional consultants working in Fire Safety and security
- Regulatory bodies
MAIN DUTIES AND RESPONSIBILITIES

Management of the Porters' Lodge

Proactively lead, manage and develop a team of porters to ensure they have the capability and capacity to meet College requirements.

Undertake the assessment of current systems, procedures, services and working practices to ensure they are operating to the highest standards possible. Produce and keep under review a Porters' Procedures Manual.

Working with the Deputy College Marshal, be responsible for overseeing and administering the day to day Lodge functions ensuring that tasks and responsibilities are communicated and completed effectively.

Review and maintain the annual staffing plan for the main Porters Lodge to ensure it is staffed 24 hours a day, 7 days a week throughout the year. Ensure appropriate staffing levels are maintained in the Cripps Court Porters’ Lodge.

Review and update College information at the start of each academic year, ensuring the Porters are fully apprised of changes.

Set short, medium and long term strategic objectives for the department in line with College Strategies.

Staff Management

Recruit, train, motivate and discipline of departmental staff ensuring that the necessary skills and knowledge are provided within the needs and objectives of the College.

Prepare and implement a training plan for the department including comprehensive induction training procedures.

Prepare and keep under review Job descriptions and Employee Specifications for all posts within the department.

Build a cohesive, motivated department team and display good leadership skills.

Operate the College HR procedures in accordance with policies in the Staff Handbook and direction from the HR Manager and Assistant Bursar.

Operate the College annual staff appraisal/review system which is designed to improve performance and develop staff within the objectives of the College. Monitoring staff performance, taking appropriate action, with guidance from the HR Manager as necessary, to improve performance levels when required.

Maintain accurate records of staff attendance, holiday, sickness and lieu time. Produce staff attendance time sheets and submit on time to Payroll as required.

Ensure First Aid at Work provision by all Porters Lodge staff is maintained.
Set and maintain appropriate standards for appearance for all Lodge staff and ensure PPE requirements are met.

**Health and Safety and Fire Precautions**

Responsible for Health & Safety and Fire Precautions in the Porters’ Lodge. Work closely with the Health & Safety Officer to ensure all Porters are aware of and adhere to all policies and procedures, ensure compliance with legislation and regulation requirements.

Carry out and keep up to date, Risk Assessments for the Porter’s Lodge using prescribed College systems. Maintain safe systems of work and a safe working environment in the Porters’ Lodge.

Act as College Fire Officer to ensure that all procedures, equipment and signs meet current legislation.

Develop and maintain a suitable fire management system incorporating, but not limited to alarm testing, fire evacuation testing and procedures, and emergency lighting testing.

Ensure all College fire alarms both in College and within Hostels are maintained and operational. Liaison with the Senior Bursar and College Property Advisers on fire alarms in let/tenanted properties.

Ensure all Porters monitor, test and obtain an excellent working knowledge of all College and Hostel fire and smoke alarm systems.

Ensure all Porters are trained in fire procedures and to provide appropriate assistance in emergencies, including the College Emergency Response Plan. Ensure a prompt response to accidents and illness and completion of accident report forms.

In conjunction with the Health & Safety Officer, ensure all emergency and fire-safety equipment, including fire and intruder alarms, are regularly serviced and remain fully operational.

Ensure all Porters are familiar with the location and application of fire extinguishers and other fire-safety equipment.

Scheduling, undertaking and documenting fire evacuation tests in accordance with the approved fire management system.

Liaison with and advice to College members, staff and visitors on fire safety matters. Devise induction and training plans for staff on fire safety matters. Carry out fire safety induction talks for new students.

As a Head of Department, be a member of the College Health & Safety Committee and preparation of reports as necessary.

Provide advice on fire and security aspects of the College Emergency Response Plan and be part of an Emergency Response Team.

**Security**

Manage, monitor and supervise all aspects of security measures for the College.
Manage effective College lock-up and un-lock routines and manage out of hours access to College.

Ensure a prompt and effective response by Porters to all security incidents in College buildings, grounds, hostels and other College properties located in Cambridge - reporting and recording using the appropriate procedures.

Devise and implement procedures for the proper organisation, monitoring, issue and return of all College keys and use of Salto locks, ensuring adequate security levels are maintained. In conjunction with the College Computer Officer, maintain the efficient running of the Salto locking system.

Act as the primary key holder for the College in emergencies and to attend College if required after alarm activation.

Liaise with the Police, University Security, CAMBAC and other crime prevention agencies, reporting any criminal incidents to the relevant authority.

Operate the Closed Circuit TV system in College in conjunction with the Computer Officer. Implement the CCTV Policy and to conduct annual reviews and revisions as required. Securely maintain footage as defined by the policy.

Provide instruction and advice to all College users on effective routines to ensure the security of personal and College property. Take active measures to advise College authorities on appropriate security measures that should be implemented and maintained in College, this may include inspections, audits, reports and recommendations.

Ensure security patrols are carried out as required by operating procedures.

Arrange May Ball security in conjunction with the May Ball committee and take responsibility for security and Health & Safety of the May Ball, in conjunction and liaison with the Head of Building Services.

Maintain and implement a Bomb Threat/Terrorist Threat/Activist Group Threat policy and procedure, with reference to the College Emergency Response Plan. Ensure Porters Lodge staff and College authorities are fully briefed in such policies and procedures.

Review and Implement the College’s car parking policy in conjunction with the Assistant Bursar and ensure that all incidents are appropriately reported and recorded.

Review and implement the College’s bicycle/cycling policy. Ensure that all bicycles brought into College are registered and properly stored. Ensure any unwanted or abandoned bicycles are removed following correct notification at the end of the academic year.

Provide instruction and advice, to Junior Members in particular, on personal security including use of personal alarms, cycle use and storage.

In conjunction with and advice from the Head of Building Services, maintain a procedure manual to enable the identification and location of key water/gas supply valves/stopcocks, electrical fuse boxes/circuit breakers for all parts of the College.

In conjunction with the Head of Building Services, operate an emergency call-out system to summon assistance from the Duty Maintenance team member, in accordance with agreed procedures.
Program all College University cards.

**Student Member relations**

With the assistance and deployment of the team of Duty Porters, give due care and attention to the health, welfare and security of College Members – student members in particular. Become acquainted with student members and develop sensitive but firm relations with them.

Operate and maintain a welcoming and friendly College “base” to assist students. Implement: arrival/departure routines, mail handling, provision of information & guidance, appropriate and prompt telephone/ email message services, first aid, welfare assistance, and medical response.

Liaise with the Senior Tutor and Student Welfare Team (including Tutors and the Dean) on matters relating to the welfare and pastoral care of students. Working closely to ensure the good management of the student body as a whole.

Provide guidance, maintain discipline and direction where necessary, ensuring that all incidents concerning student welfare and discipline are reported to the appropriate College Officers (i.e. the Senior Tutor for pastoral matters and the Dean for disciplinary matters) at the earliest opportunity. Act as the ‘first line’ for student discipline in accordance with College Rules and take action in liaison with the Dean and Tutors.

Control the exeat book in the Porters' Lodge and arrange for fines to be administered where necessary.

Assist the Senior Tutor and Academic Office, as appropriate in the organisation and administration of examinations held in College and during the admissions period.

Manage and maintain quiet order in College at all times, especially during exam periods, interview periods and generally in term time. Liaise with other departments in respect of College Quiet Period requirements.

To maintain a “presence” around College – both personally and through the Lodge team – on ad hoc bases and as part of routine patrols.

Be a member of the College PREVENT team and undertake such training as required. Be the first point of contact for students for informal discussion on student events, parties, and room bookings. Where appropriate seeking further information regarding the event and advice from the PREVENT Team Leader or external sources. Liaise with the Dean on events given informal initial approval. Implementing College approved PREVENT protocols.

Oversee an effective and efficient arrivals/departure service and overview of standards of behavior for College guest students, e.g. Summer Conferences, Open Days, Access Residential, School visits.

**Ceremonial Duties**

Assist with the organisation of special events, conferences, Matriculation and Graduation ceremonies.

Undertake occasional ceremonial duties, e.g. leading College processions.
Organise and ensure flag flying is carried out according to the College flag flying procedure.

**General Duties**

Budgets - preparation of revenue budgets for the department and management of the approved budget accordingly. Assist with Maintenance Planning programming.

Punts - between April and October, administer punts hire.

College Gyms - oversee the smooth running of the two College gyms, including administration, inductions, maintenance and purchase of equipment within an agreed budget.

Meetings - attend termly meetings of the Head Porters' Association and other external groups as appropriate.

Additional requirements - Personal Alcohol License holder (training will be provided), agreement to undergo an enhanced DBS check (funded by the College).

PLEASE NOTE: the above is not an exhaustive description and other requirements may emerge as necessitated by changing roles within Magdalene College and its overall objectives.
Person Specification

The following criteria are appropriate to this post:

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<thead>
<tr>
<th>CRITERIA</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Qualifications</strong></td>
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<tr>
<td>• GCSE’s/O-Levels in Maths and English</td>
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<td>A-Level or equivalent</td>
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<td>• Recognised Certificate/Diploma in Management studies</td>
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<td>Degree or equivalent</td>
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<td>• Fire Safety management qualification</td>
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<td>Health &amp; Safety qualification</td>
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<td>• Fire Risk Assessment training</td>
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<td>First Aid Certificate</td>
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<td><strong>Experience and Background</strong></td>
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<tr>
<td>• Proven team management experience</td>
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<td>College or education environment</td>
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<tr>
<td>• Managing a budget</td>
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<td>Police/Security/Forces background</td>
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<tr>
<td><strong>Technical Knowledge and Skills</strong></td>
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<tr>
<td>• IT competency – MS Office plus computerised booking systems</td>
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<td>Responsibility for fire alarm systems and fire safety management</td>
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<td>• Good Communication skills</td>
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<td>Up to date knowledge of Fire Legislation and regulations</td>
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<td>• Knowledge/management of security systems</td>
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<td>Forum database system</td>
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<td>• Behaviour management, public order</td>
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<td>Salto locking system</td>
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<td><strong>Personal Attributes</strong></td>
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<tr>
<td>• Team leader with proven motivation skills</td>
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<td>Flexible approach to problem solving</td>
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<tr>
<td>• High standard of personal appearance and bearing</td>
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<td>Pragmatic “hands-on” approach when required</td>
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<td>• Positive Inter-personal skills/people person</td>
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<td>• Propensity to participate in ceremonial duties</td>
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<tr>
<td>• Confidentiality and discretion</td>
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Physical requirements

The College buildings and hostels vary considerably and access to some areas is by steep staircases, narrow passages and constricted areas. It is essential that the Head Porter has the ability to climb flights of stairs and the ability to move rapidly between buildings and floors in the event of alarm investigation, checking of rooms or during other emergencies.
Salary and Conditions

- The post is offered at a salary of £35,000 per annum, with 25 days annual leave (excluding Bank Holidays).

- The post is full time, 40 hours per week.

- A free lunch is available when on duty (non-contractual).

- Other benefits include: cycle to work scheme, Medicaid scheme, and the use of sports facilities.

- The post holder will occasionally be required to work during events outside of office hours. Overtime will not be paid but time off in lieu will be given.

- There will be a 6 month probationary period.

- The notice period for this post is three months.

- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.