Magdalene College
CAMBRIDGE

College Porter
Job Description

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 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.

Purpose of the job: 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.

Responsible to: The Head Porter
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 involve assisting with welfare matters, general enquiries and support.

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

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

- Assist the Head Porter 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 Porter; 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 Porter.

• 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
Salary and Conditions

The main Porters’ Lodge is based in Magdalene Street and is staffed 24 hours per day, 365 days a year. The Porters’ Lodge operates on a shift system of 4 shifts on of two 12 hour days followed by two 12 hour nights followed by 4 days off. This works out as an average of 40.5 hours per week.

- The salary is £22,896 per annum.

- Benefits:
  - 268 hours of annual leave per year, inclusive of bank holidays.
  - 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

- There will be a six-month probationary period.

[RC/HM, Sep 2021]

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