This job description is not an exhaustive list of duties and there may be other duties or projects delegated to you by College Officers.

### HEAD PORTER

**DEPARTMENT:** Porters’ Lodge  
**REPORTS TO:** Domestic Bursar  
**STAFF RESPONSIBLE FOR:** Deputy Head Porter, Team of 12 Porters  
**SALARY POINT:** likely step 37 on the Jesus Pay Scale

### MAIN PURPOSE OF THE JOB:

Our ideal candidate will be able to manage and administer the running of the Lodge, undertaking major ceremonial roles within College during the Academic year. They will have the requisite skills to manage staff and work with no supervision in the execution of all duties.

The ability to manage the provision of reception and all aspects of our portering operation is essential. They will also be responsible for the colleges Health & Safety and Fire related compliance and reporting, and provide support and advice on all aspects of Risk Management, including traffic control, security related matters such as Salto access, intruder alarms and CCTV equipment. They will consistently be contributing to and delivering high standards of customer service and pastoral care, whilst promoting a tolerant, caring and inclusive community which acts in a responsible and sustainable manner.

The contracted hours for the Head Porter will be 36.5 hours per week, however flexibility is needed. When required the post holder will work the necessary shift patterns, attending all College student events.

### SUPERVISION & MANAGEMENT

- To set an example to the team of Porters in the Lodge in terms of appearance, behaviour and performance.  
- To administer and take responsibility for the day to day running of the Porters Lodge, with assistance from the Deputy Head Porter, ensuring that all required services are delivered both efficiently and effectively. Naturally, setting the standards of operations and procedures.  
- To supervise the work of the Deputy Head Porter, and in his absence ensure all responsibilities continue to be carried out.  
- Responsibility to the Dean of College and Senior Tutor for the good order of the College, including the promotion of necessary notices.  
- Providing appropriate sympathetic support to students requiring assistance until the arrival of the appropriate senior member or other appropriate person such as; doctor, ambulance, nurse, police etc.  
- Watching over the general behaviour of all persons within the College (members, staff, visitors, conference guests, contractors) and ensuring College regulations are observed at all times.  
- To be visible around College as a point of reference for many aspects of College life.
- The post holder will be required to attend Collegiate Head Porters’ meetings and any other such meetings as necessary.
- To be included as necessary, on call out lists as a key contact for out of hours problems.
- Set and deliver operational departmental budgets.

HEALTH & SAFETY

- Management and Implementation of the security of College buildings and contents, including the property of individual members and guests. This will include such measures as ensuring doors are locked at particular times and checking function rooms after events have finished.
- Health & Safety – Annual Report to the College Council. Ensuring all operations in the Porter’s Lodge are undertaken having due regard for the Health & Safety at Work Act 1974 and any subsequent legislation. GDPR legislation should be regarded with importance and adhered to in a discreet manner.
- Responsibility for the management and operation (including maintenance contracts) of College security alarms and CCTV, including recommendations for renewals/upgrades and negotiation (in conjunction with the Domestic Bursar).
- Develop and maintain good working relations with local police representatives and local authorities such as Environmental Health.
- Reviewing and updating of CCTV Policy and ensuring the portering team are confident in the operation of CCTV.
- Management of the electronic access control system and where required, the management and control of keys to College buildings. This will include arranging for replacement keys to be cut and charges for these keys to be levied where appropriate.
- Management and maintenance of traffic control within College. Responsibility for seeing that College regulations on vehicle and bicycle parking/storage are observed. In conjunction with the Domestic Bursar, making recommendations on the policy and procedures to be adopted.
- Responsible for ensuring that the college is fully compliant with current fire safety and for organising weekly and the yearly evacuation practice. The oversight of the servicing of all firefighting equipment, ensuring that all fire detection systems are serviced as per current regulations.
- Ensuring that all Porters are trained in the fire safety measures in place and are aware of what action to take in case of fire.

CUSTOMER SERVICE

- To interact with others in order to maintain high standards and to present a courteous, efficient and welcoming hospitality service.
- To deliver continuous contact with the Tutors, Tutorial Office, Housekeeping and Housing departments in matters of student welfare.
- Ensure a high quality service to all callers at the Lodge; staff, fellows, students, guests and tourists, responding to all enquiries quickly and efficiently.

CEREMONIAL DUTIES

- Attending and undertaking duties at such ceremonies and College events as may be deemed appropriate. Including, but not limited to, Graduation Day, College Feasts, special dinners, and visits by VIP’s.
- College Flags – ensuring they are raised in accordance with College Policy.

ADMINISTRATION

- Responsibility, in conjunction with the Domestic Bursar, for ensuring all Porters receive appropriate training and development as required.
- Support the Manciple to ensure compliance with liquor and performing arts licences.
- Support the Housing, Housekeeping and Maintenance departments to manage cleaning, repairs and security of student accommodation.
- Advise the student body in the safe and compliant planning of events such as the May Ball.
- Ensuring the skills of the team of Porters are developed and appraised, including maintenance of training plans.
- To be involved in various meetings with student groups throughout the year alongside the Domestic Bursar.
- To oversee University card administration and to co-ordinate the internal mail collection, with oversight of courier services.
<table>
<thead>
<tr>
<th>Person Specification</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training/Qualifications</td>
<td>• Experience with computer systems; E-mail, Microsoft Office, Excel</td>
<td>First Aid and Fire Marshall trained</td>
</tr>
<tr>
<td></td>
<td>• IOSH/NEBOSH trained</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Customer Service trained</td>
<td>Previous experience as a College Porter</td>
</tr>
<tr>
<td>Experience</td>
<td>• Experience in a public/customer facing position</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Previous staff management experience</td>
<td>Preparation of budgetary material</td>
</tr>
<tr>
<td>Skills/Abilities</td>
<td>• Excellent verbal and written communication skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Demonstrated ability to identify problems and to develop and implement solutions</td>
<td></td>
</tr>
<tr>
<td>Personal Qualities/Attributes</td>
<td>• Courteous friendly attitude with a demonstrated ability to provide customer care and service and to respect confidential matters.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Willing to accept change and to implement new ideas.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mature attitude with the ability to exercise firm but caring control of students and to exercise supervision of subordinates</td>
<td></td>
</tr>
<tr>
<td>Physical/Special Requirements</td>
<td>• A good level of personal fitness would be desirable as external responsibilities outside of the Lodge involves regular inspections around College such as, fire and security patrols. These duties involve the climbing of flights of stairs at regular intervals, with the ability to move rapidly between buildings and floors.</td>
<td></td>
</tr>
</tbody>
</table>