



Murray Edwards College

University of Cambridge

Job Description

Job title:	Head Porter
Department:	Porters' Lodge
Purpose of the role:	To manage an effective Porters' Lodge, delivering an efficient, first-class, professional front of house service for members of and visitors to the College, ensuring the College is safe, secure and supports the College's operations including the welfare of students
Reporting to:	Deputy Bursar
Reporting to the post holder:	Deputy Head Porter, Senior Porter. Management responsibility for full-time, part-time and casually employed Porters
Hours:	37.5 per week
Salary Band:	Band 4
DBS check required?	Yes

Introduction

Murray Edwards College is a unique, welcoming and diverse College for women. The Porters' Lodge is the public face of the College and is one of the primary interfaces within the College community. It plays a defining and, in some ways, ambassadorial role for the good reputation and running of the College. It operates 24 hours a day, 365 days a year. It is there to protect the safety and security of our College community and grounds. It provides an important liaison role and hub for day-to-day communications and special events within and outside the College and supports the welfare of the students, Fellows and staff. It responds to and deals with emergencies and the unexpected.

The Head Porter's role manages the effective and efficient running of the lodge and its staff. As such, the Head Porter's role is one of the most significant roles within our College and has a considerable impact on how positively the College is seen and how effectively it is run.

The three key outcomes for the holder of this post are a safe and secure College, a welcoming and well-run Porters' Lodge and effective staff leadership and management. The successful candidate will be a passionate believer in diversity and inclusion, with a total commitment to safety and security.

Duties and responsibilities:

Safety and security

The Head Porter has responsibility for managing the security of the College premises and adjacent properties. The Lodge holds all keys and security codes and deals with break-ins, fire alarms, lost property, disturbances, and intruders. The Head Porter ensures the smooth and effective operation of the College CCTV system. The Head Porter also ensures arrangements are in place for ensuring

and monitoring appropriate student behaviours at student functions, such as Formal Halls and Society dinners. The ability to deal professionally and appropriately with occasional awkward or unwelcome visitors is essential.

The Head Porter is also responsible for the safe and effective management of the College's Fire Safety Management, including systems, contractor repairs and upgrades as and when required and support to the Deputy Bursar in ensuring the College is compliant in all aspects of fire procedures and general management and carrying out all necessary fire procedures within the College

Health and Safety

Undertake a review and make recommendations for the Health and Safety risk assessments of the Porters' Lodge, ensuring that we are compliant.

Attend and support the Health and Safety Committee, making recommendations as and where applicable. Work with the Health and Safety Committee to work at ensuring that our PEEP and fire management recordings are compliant.

Working on out of hours welfare provisions in the Porters' Lodge, working with the Tutorial Department and Senior Tutor where applicable.

Implementing with the Health and Safety Committee the PAT testing of all electrical items, as an annual review within Freshers Week.

Fire Management

To review and report on the current fire management system, highlighting good practice whilst also reviewing areas of non-compliance or potential issues that may impact our fire management policy.

Review and manage the MEC fire policy ensuring we are compliant and working within all relevant legislation in the regulatory reform (Fire Safety 2005 and the January 2022 Fire Safety Regulations).

Refresh and review the web-based information on fire management to support the day-to-day functions of the College by all students, staff, fellows and visitors.

Undertake a review of our fire strategy and College procedures with regards to our fire safety and make and submit changes where applicable.

Review and make a detailed report of our fire risk assessments, working with our current contractor (Cromwell Fire Risk Assessors) and CHUB for our fire alarms and activation systems.

Required to undertake detailed presentations of all fire and safety management to Students during Freshers Week.

Front of House/Reception

The Head Porter ensures that the Lodge is a welcoming and professional place for people coming to the College. The Lodge provides the general switchboard of the College and handles incoming queries

relating to accommodation, housekeeping, catering, conferences and maintenance emergencies. Given the Lodge is a focal point for all students, Fellows, staff and visitors it plays a core role in how professionally and efficiently the College is run. This is a key outcome for the Head Porter's role.

Administration

The Head Porter ensures proper administrative systems are in place and appropriate training is given. Incoming mail is received by the Lodge and distributed to pigeonholes daily. The Franking machine is also operated by the lodge. Access cards are administered by the lodge. The Head Porter should ensure that appropriate records are kept up to date by the team. Various items such as meal tickets, stamps, laundry tokens, telephone cards and memorabilia are sold by the Lodge.

Finance

The Head Porter prepares and proposes the annual budget for consideration by the Bursar and Finance Committee. The Head Porter has responsibility for a budget of approximately £300k p.a. The Head Porter should ensure that any financial controls related to the Lodge are properly implemented.

Staff Management

The Head Porter leads, manages and supports the Porters' Lodge staff which currently consists of a Deputy Head Porter, a Senior Porter, six full-time Porters and Casual Porters as required. Fostering effective teamwork is essential given the wide range of interactions the Lodge has within and outside the College. The Head Porter ensures that Porters are trained in College equality, diversity and inclusion (EDI) policies and implement sound EDI practices.

Other duties

The Head Porter liaises with the Head of Tutorial Office and the Head of Wellbeing on matters of student welfare. The College places a premium on sustainable and environmentally friendly working practices and the Head Porter ensures the Lodge works sustainably where possible. The Head Porter performs ceremonial duties within College and as part of the College's role within the University. Emergency call-outs may be required and the Head Porter is responsible for ensuring an on-call provision is in place at the Lodge to support the team. Porters undergo training in the College's "Prevent" duty under anti-terrorism legislation applying to higher education institutions. All Porters are required to undertake First Aid Training.

The Head Porter undertakes any other duties as reasonably required by the College from time to time.

Person Specification

	Essential	Desirable
Qualifications		First Aid qualifications Health & Safety training, in particular fire safety Security qualifications Customer service qualifications

<p>Skills, knowledge, experience</p>	<p>Experience of managing safety and security of premises in a significant role</p> <p>Experience of implementing and maintaining professional and high standards in key areas of the role</p> <p>Experience of continuous improvement in service delivery</p> <p>Highly developed planning and organisational skills</p> <p>Ability to write, correspond and communicate clearly with the College community (Senior Tutor, Dean, students, etc.)</p> <p>Able to develop and maintain good working relationships with all users of the College facilities - including other Colleges and parts of the university, the commercial users of the college (predominantly during the vacations)</p> <p>Substantive staff management experience, managing a variety of people in an often busy environment.</p> <p>Ability to deal professionally with unwanted visitors or other difficult situations, exercising good personal judgement as necessary.</p> <p>Excellent interpersonal skills.</p>	<p>Experience of working in a Porters' Lodge or hotel or similar</p>
<p>Personal attributes</p>	<p>Driven, self-motivated, substantive manager</p> <p>Well-presented and smart at all times Calm, diplomatic and resilient. Composed and good judgement under pressure or in an emergency</p> <p>Awareness and sensitivity to different cultures and languages.</p>	