



TRINITY HALL  
CAMBRIDGE

**SHIFT PORTER**

Salary £22,214 per annum plus pensions and benefits.

Trinity Hall is seeking to appoint a Shift Porter to join our friendly and welcoming team in the Porters' Lodge.

Based across three College sites you will be required to carry out a wide range of security, safety, administrative and front of house services over a 24-hour shift cycle.

You will need to be a conscientious and reliable team member able to relate well to Fellows, students, staff and visitors to the College.

Please note you may be required to undergo a DSB check if appointed to this position.

The closing date for this position is Monday 23<sup>rd</sup> July 2018. Interviews will take place week commencing 30<sup>th</sup> July 2018

Further details and an application form are available at [www.trinhall.cam.ac.uk/about/vacancies](http://www.trinhall.cam.ac.uk/about/vacancies).

Please submit an application form and CV, together with a covering letter to [jobs@trinhall.cam.ac.uk](mailto:jobs@trinhall.cam.ac.uk) or by post to the Junior Bursar's PA, Trinity Hall, Trinity Lane, Cambridge, CB2 1TJ. Suitable candidates will be contacted by the Head Porter to arrange an interview.

To enquire, email [jobs@trinhall.cam.ac.uk](mailto:jobs@trinhall.cam.ac.uk) or call 01223 764660.

## **Job description**

Job title:	Shift porter
Responsible to:	Head Porter
Place of work:	Based at Trinity Hall. You will be required to work at other associated sites as required
Times of work:	You will be working a 24-hour shift system over a 12 week cycle, so that you average 37.5 hours per week. As part of this cycle you will be required to work some weekends, nights and Bank Holidays, including some shifts over the Christmas period.
Objective:	To support the Head Porter and ensure an effective front-of-house service to staff, students, Fellows and visitors
Experience:	Able to evidence interaction with a wide cross section of the public in a service based environment or the equivalent.

### **Main Duties & Responsibilities**

- You will be expected to ensure that contact with all visitors, students, staff and Fellows is conducted with courtesy, professionalism & respect at all times
- To maintain a courteous relationship with the public and to exercise discretion over access to the College.
- You may be required to provide disabled & less mobile, students, guests & visitors reasonable requests for assistance
- To undertake work on a shift system which includes weekends and Bank Holidays
- To work some shifts at short notice when directed
- Provide short-term cover for absent staff when necessary
- To carry out fire precautions when required
- To deal with emergency situations when required
- To apply health and safety training to ensure safe working practices
- You will be expected to keep your knowledge of college policies & procedures up to date, & maintain your own personal professional development
- To undertake further training when required
- You will be expected to understand & operate a number of college IT systems to enable efficient communication with colleagues. This includes e mail, word processing, web based systems, guest booking systems & other IT systems including telephony

- To ensure that all information given is accurate and up to date
- To update records where appropriate
- To accurately record and issue keys & key cards and ensure only authorised persons have access and report loss or compromise of keys
- To sort and distribute mail and parcels. This is likely to involve manual handling
- To accurately undertake financial transactions if required & keep correct records
- To administer first aid when required
- To Challenge persons breaching college policies.
- To carry out regular security patrols including checks on car parks and bicycle sheds.
- To offer advice on security as required & to carry out effective lockdown procedures & security monitoring of the site
- To comply with the Trinity Hall Porters' dress code
- To ensure that the Porter's Lodge is kept clean and tidy at all times
- Any other reasonable duties required by the Head Porter

**Trinity Hall reserves the right to make changes or update this job description at any time. Changes will be introduced following discussions with the post hold**

## Person Specification

	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Good interpersonal and social skills</li> <li>• Ability to follow instructions accurately</li> <li>• The ability to apply Health &amp; Safety training to practical situations</li> <li>• Capable of using IT systems such as email, Intranet, word processing and simple databases</li> </ul>	<ul style="list-style-type: none"> <li>• Problem solving</li> <li>• First aid training</li> <li>• Knowledge of Fire Safety training</li> </ul>
	<ul style="list-style-type: none"> <li>• Minimum 3 year's regular contact with the public/ customer service</li> <li>• Experience of dealing with customer enquiries on the telephone &amp; face to face</li> <li>• Administration/ record-keeping experience</li> </ul>	<ul style="list-style-type: none"> <li>• Previous Front of House experience</li> <li>• Security experience</li> <li>• Handling cash</li> </ul>
	<ul style="list-style-type: none"> <li>• Conscientious/ reliable/approachable</li> <li>• Integrity &amp; honesty</li> <li>• Physical fitness for manual handling,. Able to lift and bend</li> <li>• Able to deal sympathetically with a wide range of people</li> <li>• Attention to details</li> <li>• Discreet &amp; tactful</li> <li>• Smart &amp; tidy in appearance</li> <li>• Ability to work as part of a team</li> <li>• Flexible approach</li> <li>• Willingness to learn new skills &amp; undertake further training</li> <li>• Ability to make decisions under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Maturity</li> </ul>

Updated May 2017