Head Porter (40 hours p/w)
Salary £35,210 per annum plus pension and benefits

Trinity Hall is looking to appoint a Head Porter to manage the running of the Porters Lodges and its Staff.

The successful candidate will have management experience in a service related environment as well as possess excellent communication and organisational skills (must be IT literate). Familiar with Health and Safety requirements, the candidate will be fully trained in Fire Safety and First Aid also.

A friendly approachable demeanor is a must as well as the ability to stay calm when working under pressure, maintaining a consistent high standard of service and professional manner at all times.

Further details about this position can be found here. An application form is available to download at www.trinhall.cam.ac.uk/about/vacancies
Application forms and a covering letter should be sent by email to jobs@trinhall.cam.ac.uk or posted to Trinity Hall, Trinity Lane, Cambridge, CB2 1TJ. NB: CVs may be submitted, but must accompany a completed Trinity Hall application form.

Enquiries to jobs@trinhall.cam.ac.uk, tel. 01223 764660

Closing date for applications: Tuesday 27th August 2019

Interviews will be held w/c 2nd September 2019.
JOB DESCRIPTION

Job title: Head Porter

Responsible to: Junior Bursar

Place of work: Based at Trinity Hall. You may undertake work at other associated sites if required.

Objective: To manage the Porters’ Lodges and maintain a tradition of service excellence resulting in a friendly, welcoming and safe environment for Fellows, students, staff and guests of the College.

Experience: Management experience in a service related environment, preferably to include contact with the public.

Main Duties & General Management responsibilities including:

- To manage the running of 3nr Porter’s Lodges staffed by 12 Shift Porters, 4 Night Porters, 1 Fire Safety Porter, 1 Senior Porter and 1 Deputy Head Porter, ensuring that a consistent high standard of performance, conduct and image are maintained at all times to Fellows, staff, students and guests of the College.

- To manage resource planning requirements, including team recruitment, training (internal and external) and appraisals, in order to ensure Lodges are manned 24 hours a day, 7 days a week throughout the year, in an efficient and cost effective manner. This includes the organisation and planning of weekly rosters and ensuring that adequate staffing levels are arranged for student and College functions.

- To ensure that all College sites are secure including the organisation of regular patrols and offering security advice as appropriate.

- To review & operate the college CCTV systems in accordance with the CCTV policy.

- To represent the Porters’ Lodge and report on areas of responsibility such as Fire Safety and Health and Safety at Committees and meetings, including but not exclusively, Tutors lunch, Buildings and Health and Safety Committee, Heads of Department Meeting.

- To ensure that student administration assigned to the Porters is carried out efficiently and information is passed promptly to the relevant department. To ensure that Term Registers are properly kept.

- In conjunction with the Fire Safety Porter, oversee fire precautions including regular checking of fire extinguishers, alarms and other emergency equipment, doors, exits etc. To liaise with the Local Authority Fire Officer to ensure adequate fire precautions and arrange for incoming students to receive emergency fire and security instructions.
• To be available on an ‘on-call’ arrangement to give advice or attend emergency situations, when required. The jobholder will be expected to be on duty on any important or demanding occasion such as June Event, General Admission, JCR Garden parties.

• To administer first aid when required and ensure that first aid boxes & other equipment such as defibrillators & auto adrenaline injectors are properly maintained & records of checks kept.

• To ensure that College ‘First Aiders’ attend suitable First Aid at Work training & maintain their qualifications by attending refresher training.

• To ensure that the accident book is kept up to date and records comply with the requirements of the Data Protection Act.

• To ensure that car parks and bicycle sheds are regularly checked and that unauthorized vehicles and abandoned or unregistered & unidentifiable bicycles are removed.

• To perform the role of PREVENT operational lead reporting to the PREVENT advisory group and maintaining working relationships with external PREVENT stakeholders.

• To maintain an effective database of current student bicycles & ensure that all members of college register bicycles brought onto the premises.

• To manage the issue and recording of keys and access cards ensuring that only authorised persons have access to them. To ensure that duplicate master keys and cards are kept secure at all times and to report any loss or compromise of keys immediately.

• To manage the OFMS databases to ensure that:
  - users are granted access to those areas relevant to them.
  - records of transactions concerning parcels, keys & room bookings are accurate & up to date.
  - Incident reports are properly triaged, commented upon, shared with relevant parties & closed when necessary.
  - Records are retained for no longer than is necessary.

• To maintain a courteous relationship with the public and to exercise discretion over access to the College.

• To maintain the 2 college punts and ensure an efficient system of bookings is achieved when the punts are on the river.

• To liaise and organize the security and logistics with the June Event Committee for the annual June Event and Garden Parties.

• To manage & record financial transactions undertaken by the Porters.

• To undertake further training if required.

• Any other reasonable duty required by the Junior Bursar.

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 holder.
## PERSON SPECIFICATION

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<thead>
<tr>
<th>Qualifications/education</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Skills/knowledge/training</td>
<td>Leadership skills, Good organisational skills, Excellent communication and interpersonal skills, Customer service skills, Decision making, Fire safety training, First aid certificate, Computer literate, Health and Safety Training</td>
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<tr>
<td>Experience</td>
<td>Management experience in a public/ customer related environment, People management, Assessing Health &amp; Safety requirements/ making recommendations/ actioning, Security &amp; patrols, Administration and record keeping, Managing fire precautions/ inspections, Managing mail</td>
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<tr>
<td>Personal attributes</td>
<td>Friendly, co-operative and helpful/ approachable, Responsible and trustworthy, Flexible approach &amp; accepting of change, Attention to detail, Articulate, A sense of empathy in order to handle difficult/ unusual situations sympathetically, Discreet and tactful, Security conscious, Ability to work as part of a team, Willingness to learn new skills &amp; undertake further training</td>
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Last updated: August 2019