Night Porter
Salary £23,067 per annum plus pension and benefits

Trinity Hall is seeking to appoint a full time Night Porter (average 35 hours a week) to join our friendly and welcoming team. The role is shift based currently working 4 nights on with 4 days off.

Based across the College sites you will be required to carry out a wide range of security, safety and administrative duties during night shifts.

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

The closing date for this post is Sunday 26th January 2020. Interviews will be held Monday 3rd February 2020.

Further particulars can be found [here](#). An application form for the above position is available at [www.trinhall.cam.ac.uk/about/vacancies](http://www.trinhall.cam.ac.uk/about/vacancies). Enquiries to [jobs@trinhall.cam.ac.uk](mailto:jobs@trinhall.cam.ac.uk), tel. 01223 764660.

Applications should be sent by email to [jobs@trinhall.cam.ac.uk](mailto:jobs@trinhall.cam.ac.uk) or posted to Junior Bursar’s PA, Trinity Hall, Trinity Lane, Cambridge CB2 1TJ. NB. CVs will only be accepted if accompanied by a Trinity Hall application form.
JOB DESCRIPTION

Job title: Night 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: Work to a shift pattern comprising night duties, but could be expected to carry out additional shifts as directed at short notice.

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 night shift work on a night 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 as required.
- To deal with emergency situations as 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 as 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 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 Challenge persons breaching college policies.
- To partake in any necessary training to develop & maintain skills.
- To ensure that the Porter’s Lodge is kept clean and tidy at all times
- Any other reasonable duties required by the Head Porter or deputy.
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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<th>Essential</th>
<th>Desirable</th>
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<td><strong>Skills/knowledge/training</strong></td>
<td><strong>Communication skills</strong>&lt;br&gt;<strong>Good interpersonal and social skills</strong>&lt;br&gt;<strong>Able to follow instructions accurately</strong>&lt;br&gt;<strong>Able to apply health &amp; safety training to practical situations</strong>&lt;br&gt;<strong>Capable of using IT systems such as email, internet, word processing &amp; simple databases</strong></td>
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<td><strong>Experience</strong></td>
<td><strong>Minimum of 3 years regular contact with the Public/customer service.</strong>&lt;br&gt;<strong>Experience of dealing with customer enquiries on the telephone &amp; face-to-face.</strong>&lt;br&gt;<strong>Administration/record keeping experience</strong></td>
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<td><strong>Personal attributes</strong></td>
<td><strong>Conscientious/reliable/approachable</strong>&lt;br&gt;<strong>Integrity and honesty</strong>&lt;br&gt;<strong>Physical fitness for manual handling. Able to lift and bend.</strong>&lt;br&gt;<strong>Able to deal sympathetically with a wide range of people.</strong>&lt;br&gt;<strong>Attention to detail</strong>&lt;br&gt;<strong>Discreet and tactful</strong>&lt;br&gt;<strong>Smart &amp; tidy in appearance</strong>&lt;br&gt;<strong>Ability to work as part of a team</strong>&lt;br&gt;<strong>Flexible approach</strong>&lt;br&gt;<strong>Willingness to learn new skills &amp; undertake further training</strong>&lt;br&gt;<strong>Ability to make decisions under pressure.</strong></td>
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Last updated: August 2015