JOB DESCRIPTION

This job description outlines the key outputs required from the Job Holder and the tasks necessary to achieve them. It is not a definitive list and the role may well change and evolve over time.

<table>
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<tr>
<th>Job Title:</th>
<th>Head Porter</th>
<th>Department</th>
<th>Porters’ Lodge</th>
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<tr>
<td>Reports to:</td>
<td>Domestic Bursar</td>
<td>No of staff reporting</td>
<td>7 (and Relief)</td>
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Summarise in one or two sentences the purpose of the role:

The Porters’ Lodge is the focus of much activity and is important to the daily life of all members of the college. It also plays an important part in representing the college to the outside world, as its first point of contact. The Porters are responsible for the security of the college and for dissemination of information to all members of the college.

The Head Porter’s role is to ensure the smooth running of the Porters’ Lodge, and its associated responsibilities, to work closely with all members of the team, to build relationships and have effective communication with all other Heads of Department, students, Fellows and visitors.

Key Outputs of the Role

The following are the key outputs:

- Providing an information service to all members.
- Welcoming visitors in professional manner.
- Ensuring mail is delivered promptly and efficiently.
- Providing security across site.
- Responding to Fire Alarms and other emergencies.
- Managing/organising Porters including rota, annual appraisals, discipline, and welfare.
- Ensuring the highest standards are maintained throughout the team, providing training and mentoring where appropriate.
- Continuous development of service provision, incident response, and coordination of relevant training (e.g.: First Aid at Work) for staff members.

Outline the key tasks necessary to deliver the outputs defined above:

1. General Duties

The role of the Head Porter is to ensure the efficient day-to-day running of the Porters’ Lodge and to maintain high levels of consistent quality assurance throughout the department, with responsibility for:

- Welcoming visitors to the College, ensuring that all enquiries are dealt with as quickly, efficiently and courteously as possible.
- Ensuring the Porters have the information necessary to enable enquiries both of a general and specific nature to be answered.
- All financial transactions undertaken by the Lodge (i.e. sale of sundries, guest room payments, stationery purchases).
• The flag schedule.
• Ensuring guest room bookings and camp beds are managed appropriately.
• Arrange service engineers for photocopier when required.

2. Staffing, Training and Development
• Manage and train all staff of the Porters' Lodge, ensuring the smooth running of the Lodge at all times. Maintaining up to date training records for the department. Including planning training as required.
• Preparation of work schedules ensuring shifts are arranged to maintain the required cover. Records of staff levels are kept and checked weekly and any disciplinary or grievance procedures are dealt with appropriately.
• Ensure Porters are dressed appropriately for the smart appearance of the Porters’ Lodge.

3. Communication/Liaison
• The Head Porter will need to liaise with all the other Heads of Department in particular Housekeeping, Maintenance, Accommodation, Tutorial and Development, and with outside agencies.
• Liaise frequently with the Senior Members, Fellows, and students, ensuring confidentiality at all times.

4. Telephone-Mail Distribution
• Supervising the central telephone switchboard system for the College, ensuring that the phone is answered quickly and courteously and that all messages reach their destination as quickly as possible.
• Distribution of mail efficiently keeping confidential mail and packages secure and notifying addressees of arrival.
• Maintenance of pigeonholes when required and liaison with the University Messenger Service and Royal Mail.

5. Health and Safely and Fire Precautions
The Head Porter shall ensure that all the Porters adhere to all policies and procedures and is responsible for:
• Updating the Risk Assessments for the Porters’ Lodge.
• Ensuring a prompt response to accidents and illness including management of the accident report forms, passing completed documentation to the Domestic Bursar without delay.
• Ensuring that student parties and/or events meet both the College and statutory requirements, ensuring terms of the premises’ licence are complied with.
• Organising bi-annual fire evacuation drills for the whole College.
• Stocking First Aid Boxes throughout the College.
• Ensuring the functionality of Automatic External Defibrillators.
6. Security
The Head Porter shall ensure that all Porters are aware that security measures are in place and should be routinely checked to ensure the main College and West Court properties are secured and are responsible for:

- Supervising the key issue system; ensuring that master and duplicate keys are kept secure, and reporting lost or compromised keys immediately. Managing the alarm systems; dealing promptly with breaches of security such as theft or intrusion, fire or flood, keeping the College and other authorities informed and calling the emergency services as needed.
- Organising the regular patrols of the College and regular checks of car parks and bicycle sheds, issuing bicycle numbers and identifying unauthorised vehicles and bicycles.
- Organising and managing the annual bicycle cull.
- Managing the access control systems and CCTV, including appropriate understanding of GDPR, RIPA, and Data Protection law.
- Issuing car park permits (in conjunction with the Tutorial Office for student vehicles).

7. Functions Events, and Conferences
The Head Porter must ensure that the impression given is both courteous and welcoming. The Lodge staff are called upon during functions, events and occasional conferences to give assistance in a variety of ways to guests and visitors to the College and is responsible for:

- Ensuring all room sheets are circulated; notices, permits and keys are ready for the visitors in a timely manner and a weekly function is produced.
- Set up rooms for College events as required, in collaboration with the Maintenance Department.
- Update Conference FORUM (online IT system) for any communal meeting rooms as required.
- To attend Prevent Meetings and Head Porter Association meetings as scheduled.

8. Budgetary/Financial Control
Managing the Porters' Lodge Department Budget by:

- Preparation and forecast of Lodge annual budget in conjunction with Domestic Bursar; regular monitoring of annual spend with Domestic Bursar and Accounts.
- Purchasing all supplies for the department, ordering and distributing College office supplies and merchandise and staff uniform ensuring competitive pricing.
- Provide the Accountant promptly with all financial statements, invoices and bills; taking responsibility for financial control (and for managing any floats/petty cash/balancing the Porters' Lodge till).

Additional Responsibilities:
Traditionally, the Head Porter worked most day shifts, providing a constant presence in the Porters’ Lodge and a focal point for daily interactions. Since Covid-19, the Lodge is staffed mostly by single-crewed shifts, but the Head Porter will nonetheless be expected to work most weekdays, and hold a duty phone out of hours. Phone-holding may be delegated in periods of known absence (e.g.: annual leave).
**Decision Making Authority:**

In general, the Head Porter is authorised to make decisions concerning rota and staffing, incident response, Standard Operating Procedures, and is fully expected to independently manage real-time security issues in the short-term. Specific detail will be determined in conjunction with the Domestic Bursar, over time.

**Budgetary Responsibility**

Can authorise budgeted expenditure up to £5,000.

**Practical / Physical Requirements:**

None.

**Briefly state any other relevant information:**

_The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances._

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