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.

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<th>Job Title:</th>
<th>Deputy Head Porter</th>
<th>Department</th>
<th>Porter's Lodge</th>
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<td>Reports to:</td>
<td>Head Porter</td>
<td>No of staff reporting</td>
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Summarise in one or two sentences the purpose of the role:

The post-holder will assist with the management of the Lodge and will have important responsibilities in the areas of fire safety, security, reception and general services ensuring consistently high levels of performance and quality assurance. The post holder have strong customer care and organisational skills to assist with staffing rotas, holidays and covering absences for the team. In addition, the post holder will be an effective communicator capable of building effective relationships with colleagues, other staff, students and fellows. The post holder will be prepared to deputise for the Head Porter in his absence, and accompany him to various committee meetings, therefore strong administrative and computing skills are required.

Key Outputs of the Role

The following are the key outputs:

- Effective management of the Lodge, deputising in Head Porters absence
- Good relationships with colleagues
- Provide safety, security and reception services

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

Deputise as follows in the absence of Head Porter:

- Responsible for security
- Responsible for financial transactions undertaken by the Lodge.
- To carry out the 'official role' at certain College events as necessary, including Formal Halls, College Feasts and Graduation.
- To maintain effective communication with all College Heads of Department to ensure a high level of service is maintained to all College stakeholders

General Duties:

- Welcoming visitors to the College, ensuring all enquiries are dealt with as quickly, efficiently and courteously as possible, personally and as a team.
- Ensuring the Porters Lodge has all the information necessary to enable all enquiries to be answered
- Handling correspondence on a daily basis. Ensuring quick and efficient distribution of mail and packages, and notifying addressees of arrival.
- Ensuring that the phone is answered quickly and courteously and that messages reach their destination as quickly as possible.
- To work within a 24 hour shift pattern (as required)
- To be available ‘on call’ as agreed with the Head Porter (via a mobile phone)
- Ensuring all keys are secure and accounted for
- Handling sensitive and confidential material
- Assist the Head Porter in the management and training of staff. Ensuring all legislative requirements are met and departmental records are maintained.
- All Porters are aware of and follow standard operating procedures.
- Dealing with ad hoc enquiries as required

**Security, Health and Safety Duties:**

- Support the Head Porter to ensure that all staff adhere to policies and procedures, especially those relating to legislative requirements of the Health and Safety Act.
- Support the Head Porter to ensure the Domestic Bursar and Senior Tutor are aware of accidents and illness and appropriate records are kept.
- Support the Head Porter in the management of regular checks of the alarm systems and procedures;
- Weekly fire panel/bell test in liaison with the Maintenance Department.
- Bi-annual fire evacuation drill for the whole College in liaison with Maintenance Department.

**Decision Making Authority:**

**Budgetary Responsibility**

**Practical / Physical Requirements:**

**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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