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>
<thead>
<tr>
<th>Job Title:</th>
<th>Night Porter</th>
<th>Department</th>
<th>Porters’ Lodge</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Head Porter</td>
<td>No of staff reporting</td>
<td>0</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 it is the 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.

Key Outputs of the Role

The following are the key outputs:

- Providing an information service to all members
- Welcoming visitors in a professional manner
- Ensuring mail is delivered promptly
- Provide security services and respond to the Fire Alarm system

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

**Reception**

- Welcome arriving College members and guests and direct them to their accommodation.
- Deal with telephone enquiries and take messages
- Keeping the Visitors’ book
- Ensure contractors are signed in and advised of H & S procedures of College
- Sell College merchandise and maintain stock sheet
- Handle cash for sale of goods and event ticket sales
- Ensure booking system is maintained for accommodation arrivals and departures and bookings of meeting rooms
- Maintain accurate records for keys passed out and collected

**Administration**

- Sort members’ mail and issue packages when presented with parcel slip
- Arrange name labels for pigeonholes for new Visiting Fellows
- Take payments from guests, students or Fellows
- Issue meal cards and print account cards
- Laminate posters when required
- Take orders for camp beds and book them for delivery and charging
- Ensure printers and photocopiers are fully charged with paper each morning
- Assist with guest lists and menus for Wednesday Formal Hall
- Document all consumables given out to staff
- Monitor fire alarm activity in accordance with procedure, and keep accurate records of this
- Updating College noticeboard when required
- Assist Maintenance Supervisor in fire alarm testing
- Check off daily papers
Communication
- Listen to voicemail and ensure messages are dealt with or passed on promptly
- Ensure that the Porters’ Lodge phones are forwarded to the mobile device when patrolling the estate
- Use Lone Working device at all times after 5pm every day
- Respond to emails sent to porters@clarehall.cam.ac.uk
- Keep on call maintenance staff informed of problems reported so that quick action can be taken

Security
- Carry out a security patrols of the Clare Hall Estate as required to ensure that all doors and windows in public areas are closed and locked in accordance with Porters’ Procedures manual
- Issuing keys and access cards - recording issue of all keys & chasing up keys not yet returned
- Program college access cards on computerised security system
- Monitor CCTV coverage of College areas
- Monitor electronic locks on college premises
- Opening and closing of the swimming pool and ensuring that the pool cover is appropriately used for energy conservation
- Ensure unauthorised persons are effectively and safely escorted off of the premises

Miscellaneous
- Carry out premises inspections for fire safety, security and health and safety monitoring as required by Head Porter & Estates Manager and keep records of findings
- Ensure that the Porters’ Lodge has the kit and equipment needed for the day ahead and ensure that rooms and furniture are set up as required for scheduled meetings and events
- Ensure that adequate supplies of printed materials used in the lodge are in place for the day ahead
- Provide minor maintenance services – lamp replacements in accommodation
- Ensure contacts list is up to date, and provide updates to Porters’ procedures manual as and when necessary

Additional Responsibilities:
Provide qualified first aid services

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.

Reviewed By: Click here to enter text. Date: Click here to enter date

Approved By: Click here to enter text. Date: Click here to enter a date.
# Person Specification - Night Porter

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<tr>
<th></th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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| **Qualifications, Experience and Background** | • Solid educational background  
• Checkable work history  
• Previous experience of working in customer facing role | • Military, police or security background  
• Experience of work in a similar environment at a College or reception |
| **Specific Knowledge/Skills (Technical)** | • Previous First aid experience  
• Fire safety training experience  
• Good IT skills  
• Working knowledge of security and safety issues  
• Ability to complete basic reports  
• Ability to accurately record information | • First Aid Qualification  
• Fire Training Awareness Certificate |
| **Personal Attributes** | • Professional, helpful, friendly and of smart appearance  
• Understand importance of excellent customer service and first impressions  
• Good time management skills  
• Professional and business-like approach, able to represent the college positively  
• Thoroughness and attention to detail, common sense and adaptability  
• Willingness to learn new skills | • Customer service training |
| **Team And Management Skills** | • Adaptable, able to work on own initiative as well as part of a team  
• Strong interpersonal skills  
• Friendly approach and high levels of customer service  
• Willingness to work in a small team  
• Be prepared to attend appropriate training courses |                                                                                                       |
| **Other**               | • Flexible approach to working hours and tasks                             |                                                                                                       |