## PERSON SPECIFICATION

**Head Porter**

<table>
<thead>
<tr>
<th>Qualifications, experience and background</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
</table>
| Qualifications, experience and background | • Good numeracy and literacy skills  
• Checkable work history  
• Experience of working in customer facing role  
• Previous managerial experience  
• Considerable experience of working in security, reception or front of house  
• First Aid qualification | • Experience of working in an educational establishment |

<table>
<thead>
<tr>
<th>Specific knowledge/skills (technical)</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
</table>
| Specific knowledge/skills (technical) | • Fire training experience  
• Experienced user of Microsoft packages including Word, Outlook and Excel spreadsheets  
• Working knowledge of security and safety issues  
• Ability to complete reports and update policies and procedures  
• Experience of training or mentoring colleagues | • Mental Health First Aid Trained  
• Fire Risk Assessor  
• IOSH / NEBOSH Certification |

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<thead>
<tr>
<th>Personal attributes</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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</table>
| Personal attributes | • Strong communication skills  
• Good organisational skills  
• Ability to exercise complete discretion at all times  
• Demonstrate a strong customer focussed approach to all  
• Helpful and friendly approach when working with a wide range of people (Senior Members, students, staff, external clients)  
• Willing to act on own initiative and on behalf of the College  
• Willingness to proactively embrace change  
• Ability to work calmly and accurately under pressure  
• Assertive and resilient | |

<table>
<thead>
<tr>
<th>Other</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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</thead>
<tbody>
<tr>
<td>Other</td>
<td>• Willingness to adopt a flexible and collaborative approach to tasks</td>
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