



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.			
Job Title:	Porter	Department	Porter's Lodge
Reports to:	Head Porter	No of staff reporting	0
Summarise in one or two sentences the purpose of the role:			
The Porters' Lodge is the first point of contact of the College to past, present and prospective members of the College community. We are facilitators to ensure every contact with the College is a positive one. Excellent customer service skills are essential to ensure that a high quality, efficient and effective service is provided to all Students, Staff, Fellows and Visitors. The Lodge is also a place of safety, and welfare is at the heart of its function. As such, it must be a place where all feel welcome. This Job Description summarises the main duties and responsibilities of the post but is not intended to be exhaustive: the post-holder may be required to undertake other duties of similar level and responsibility, as directed by the Head Porter.			
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 dealt with promptly • Provide security of all college sites and response to Fire Alarm activations • Respond to accidents and incidents in college			
Outline the key tasks necessary to deliver the outputs defined above:			
1. General Duties Reception • Welcome visitors and College members and assist in directing residents to their accommodation. • Deal with telephone enquiries and take messages, ensuring these are passed to the relevant person in a timely manner • To deal promptly, politely and efficiently with all enquiries from members of the College and visitors. Sign in contractors / visitors and issuing passes • Ensure contractors are signed in and advised of H & S procedures of the College • Ensure booking system is maintained for accommodation arrivals and departures and bookings of meeting rooms • Sale of merchandise and updating stock sheet • Handle cash for sale of goods and event ticket sales, competent in the use of the till • Always Keep the Porters Lodge and surrounding area clean • Issuing keys and access cards - recording details in the Key Book • Maintain a First Aid at Work accreditation • Respond to accidents and incidents in college, complete accurate records • To be trained as a Fire Warden and assist in the evacuation process in the event of a fire or other emergency • Knowledge and the willingness to train in the use of Microsoft office, CCTV system, Fire system and SALTO Administration • Keep Teams Handover sheet updated and remove outdated information			



- Carry out duties and site patrols as per the Standard Operating procedure (SOP)
- Deal with mail and send by use of franking machine. Keep Teams parcel system updated and issue packages. Conduct daily parcel audits
- Deal with mail and any franking. Keep Teams parcel systems updated and issue packages. Conduct parcel audit
- Ensure printers and photocopiers are fully stocked with paper each morning
- Empty Shredder, and replaced bag
- Ensure the coffee machine is clean and fully stocked
- Guest Room bookings – take payments, write details on receipt and updating Booker
- Monitor fire alarm activity in accordance with procedure, and keep accurate records of this
- Updating College noticeboard when required
- Assist Maintenance in fire alarm testing
- Deal with emails and respond according
- Keep the Daily Occurrence Log updated with Patrols
- Ensure you regularly read and understand the SOP

Communication

- Ensure that the Porters' Lodge phones are forwarded to the mobile device when patrolling the estate
- Transfer calls to other departments
- Ensure you adhere to GDPR and take details of calls for Fellows, guests or students
- Listen to voice mails and ensure messages are dealt with or passed on promptly
- Work with all departments to plan and problem-solve
- Respond to emails sent to porters@clarehall.cam.ac.uk

Security

- Carry out 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' SOP
- Deal with emergency situations in a professional manner and adhere to Health and Safety rules and regulations
- Program college access cards on the SALTO security system
- Monitor CCTV coverage of college areas
- Monitor electronic locks on college premises
- Using 2-way radio when necessary
- Supervise car park and keep control of area and manage bicycles (including ensuring registrations maintained and regular culls of items left behind).
- Record lost and found property immediately upon receipt to the lodge.

Additional Responsibilities:

Provide qualified first aid services

Decision Making Authority:

N/A

Budgetary Responsibility:

N/A

Briefly state any other relevant information:

- Undertake any other duties and responsibilities appropriate with the post as directed by the Head Porter, Senior Porter, Domestic Bursar or Bursar.



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:	Donna Lavender, Head Porter	Date:	February 3, 2026
Approved By:	Laura Boyd, HR Manager	Date:	February 3, 2026