Job title: Deputy Head Porter
Reports to: Head Porter

Role purpose
Support and deputise for the Head Porter, providing effective management to a complex operation. Supports and assists the Head Porter to lead the Porters’ Lodge team in the delivery of fire safety, security, reception services and pastoral support to students, staff, Fellows and visitors.

Staff management responsibility

Supervisory - Allocate tasks, check the quality/quantity of the work and provide informal feedback on the standard of the work. Introduce team members to new processes and procedures.

How many people does the role supervise?

<table>
<thead>
<tr>
<th>Staff</th>
<th>Contractors</th>
<th>Others</th>
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<tr>
<td>10</td>
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</table>

Line management – Undertake formal staff review and development processes, manage staff welfare issues, identify training and development needs of an individual or team, undertake formal performance management for individuals as required.

How many people does the role supervise?

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<tr>
<th>Staff</th>
<th>Others</th>
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### Main duties and responsibilities

1. Supervise the work of the Porters to ensure the security of the College and its members and staff. In absence of the Head Porter, act as Deputy with full authority, taking appropriate management decisions, consulting where necessary.

2. Supervise the Porter’s team in its effective support of the College’s conference function including all major events.

3. Manage the Porters’ roster, authorising annual leave and arranging cover as required, including cover for training and sickness absence.

4. Work within the Porters’ Lodge to provide an effective, efficient and professional front of house/reception service, leading by example where necessary and ensuring that exemplary service is provided.

5. Support the Head Porter, and provide effective management cover during the very important examination period with regards to the timely collection and delivery of scripts as requested by the Tutorial Office.

6. In the Head Porters absence construct and distribute the daily ‘Incident Report’ to ensure effective communication of student related matters, escalating to the Domestic Bursar and/or Senior Tutor, Duty Tutor or nurse as required.

7. Provide an effective response to fire alarm activations.

8. Issue and receive keys and maintain accurate and up to date records for keys.

9. Monitor the security of the College grounds using CCTV and frequent patrols.

10. Control access to the College for visitors and guests.

11. Administer the arrival and departure of conference delegates and Bed and Breakfast guests, working with the accommodation and conference teams as necessary to review and improve process.

12. Provide information and assistance to Fellows, alumni, students, staff and visitors to the College.

13. Ensure orderly behaviour on College property and ensure that College rules are adhered to.

14. With the Porters, provide First Aid cover.

15. Liaise with emergency services as required. In an emergency/disaster situation act as the lead contact in the Lodge if the Head Porter’s attention is required elsewhere.

16. Operate the central telephone enquiry point.

17. With the support of the Head Porter and the Domestic Manager manage the purchase and sale of College merchandise, keeping effective records and conducting sales/stock reconciliations as required.

18. Management of the despatch and distribution of mail both internal and external.

19. Planning and preparation required for new arriving/departing students in particular, preparation/removal of staircase lists, updating of pigeonhole labels, overseeing the production and completion of the Redit and Exeat paperwork.
Oversee, refining as necessary, the process for the registration of Members, and staff, cycles. Working with the team to ensure that the maximum amount of cycle spaces are available for use by culling abandoned cycles, liaising with the Cycle Mechanic to ensure that where possible parts are reused.

Working a shift system including weekends providing management cover as and when required.

**Working Conditions**
Office based. Some travel to similar sites may be required. Normal health and safety requirements will be followed.

**Physical Requirements**
Requires normal physical effort associated with an office environment (or equivalent)

**Sensory Requirements**
Uses normal office equipment and/ or standard tools

This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

**General Background**
Churchill College is one of the thirty-one Colleges of the University of Cambridge and was founded in 1958 as the national memorial to Sir Winston Churchill. The Colleges provide a key proportion of student teaching: small group tutorials, known as supervisions, and residential, social and welfare facilities. Every student at Cambridge University must be a member of a College.

The College includes the Churchill Archives Centre which conserves and houses the major Churchill collection, the Thatcher papers and over 500 other important 20th century collections of papers. The College also owns the Møller Institute, situated on the main College site, which offers training and conference facilities and accommodation throughout the year in a purpose-built building provided by the Danish entrepreneur, A P Møller, in 1991.

The College has about 170 Fellows and around 60 By-Fellows, 220 postgraduates working for a higher degree or diploma, and 410 undergraduates working for a first degree. Out of term the College provides accommodation and other facilities for residential and non-residential conferences.

**Terms and Conditions of Employment**
The position is full-time (37.5 hours per week, flexible shifts).

The salary associated with the post is currently £28,865 to £39,953 per annum.

Churchill College operates a role evaluation system and all posts are assigned a grade, within an incremental pay-scale made up of a combination of annual and discretionary increments. Please note that the salary range quoted above is the full scale for the grade. Appointments will normally be made at minimum of scale. If appropriate, appointments may be made at a higher point within the scale, as commensurate with experience.

The College provides free parking, social and sporting facilities, a pension scheme, five weeks’ paid holiday per annum and flexible working hours as well as a range of other benefits.

The College is an equal opportunities employer.
## Person Specification

### Key Skills and Experience

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<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Essential or Desirable</th>
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<tbody>
<tr>
<td><strong>Experience</strong></td>
<td>List the key experiences that an individual would need to be able to do the role. Be careful not to quantify this in 'years'. E.g. Experience working with finance IT systems.</td>
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<td>Experience in a customer facing role.</td>
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<td>Supervision experience involving a similar sized team.</td>
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<td></td>
<td>Some administrative experience and computer literacy.</td>
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<tr>
<td><strong>Skills</strong></td>
<td>List the key skills that an individual would need to be able to do the role. Be careful not to quantify this in 'years'. E.g. Advanced Excel.</td>
<td>Leadership, Compassion, Pragmatism, Organisational skills</td>
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<tr>
<td></td>
<td>Leadership</td>
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<td>Compassion</td>
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<td>Pragmatism</td>
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<td>Organisational skills</td>
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<td>Excellent written and verbal communication skills, with the ability to communicate effectively across a complex organisation</td>
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<td><strong>Qualifications</strong></td>
<td>List the key qualifications that an individual would need to be able to do the role. Be careful not to overstate the level required.</td>
<td>Good standard of literacy and numeracy</td>
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<td>Educated to degree level or equivalent professional qualifications or equivalent experience in a similar role.</td>
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<td><strong>Additional requirements</strong></td>
<td>List any additional requirements that may be relevant to the role (on-call, weekend working etc.)</td>
<td>Culturally sensitive and able to demonstrate a broad mind set and non-judgemental outlook. The ability to remain calm in stressful situations and make well considered decisions.</td>
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The College expects that you will:

- Treat all members of the College and the Collegiate University community (including all staff, partners, students and visitors) with respect, courtesy and consideration at all times.
- Behave professionally to, and expect professional behaviour from others in the community (including all staff, partners, students and visitors).
- Take care of their own health and safety, not compromise the health and safety of others, and comply with College and departmental safety requirements.