



CHURCHILL COLLEGE  
CAMBRIDGE CB3 0DS

## RELIEF PORTER

### General Background

Churchill College is one of the thirty-one Colleges of the University of Cambridge and was founded in 1958 as a 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 250 Fellows and By-Fellows, 375 postgraduates working for a higher degree or diploma, 485 undergraduates working for a first degree and around 170 non-academic staff. Out of term the College provides accommodation and other facilities for residential and non-residential conferences.

### The Role and the Team

Churchill College is looking for a Relief Porter to join our team in the Porters' Lodge.

This is a casual/relief position so there are no fixed weekly hours of work. Working hours are on a rota basis, to include early, late, and/or night shifts cover over 7 days a week when required.

The role of a Relief Porter is varied and wide ranging, acting as the first point of contact for all students and visitors, dealing with safety and security, first aid, pastoral care of students, reception duties and mail services.

Excellent customer service skills are paramount and experience in a customer facing environment is essential.

Good IT and administrative skills are also required.

This is a crucial role and makes a vital contribution to the smooth running of the college.

This is a casual/relief position so there are no fixed weekly hours of work, this position is to provide an early (7am-3pm), late (3pm-11pm), and night shifts (11pm-7am) cover over 7 days a week.

The salary range offered for the post is currently **£13.18 per hour**. Shifts are 8 hours long inclusive of meal break.

A DBS check is required for this role (to be acquired on appointment).



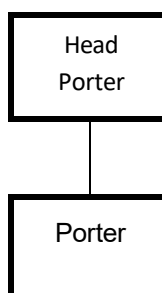
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<b>Job title</b>	<b>Relief Porter</b>
<b>Reports to</b>	Head Porter

**Role purpose**

Porters are responsible for dealing with safety, security, fire safety and first aid matters, providing reception and mail services and pastoral support to students, staff, Fellows and visitors. Porters are required to work varying shifts covering a 24 hour period, 365 days a year.

**Staff management responsibility**



			<b>Required</b>
<b>Supervisory</b> - 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.			<input type="checkbox"/>
<i>How many people does the role supervise?</i>	Staff	Contractors	Others
	Nil	Nil	Nil
<b>Line management</b> – 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.			<input type="checkbox"/>
<i>How many people does the role manage?</i>	Staff		
	Nil		

**Resources managed**

## Main duties and responsibilities

<b>1</b>	<ol style="list-style-type: none"><li>1. To be the first point of contact when dealing with all students, staff and visitors for any first aid related incident.</li><li>2. To administer first aid when required.</li><li>3. Providing support for all student pastoral and welfare issues which could be of a very personnel or highly sensitive confidential nature referring these to Tutorial or other staff as appropriate.</li><li>4. Complete relevant paperwork arising, including incident reports and first aider forms.</li></ol>
<b>2</b>	<ol style="list-style-type: none"><li>1. Maintains daily site security and monitoring of all security and fire alarm systems within College premises.</li><li>2. To be fully conversant with the College's fire and security alarm systems and respond appropriately to fire alarms and any other emergency.</li><li>3. Carries out weekly testing of the fire alarm system and updates records as appropriate.</li></ol>
<b>3</b>	<ol style="list-style-type: none"><li>1. Monitoring of the College CCTV system and maintaining all records in accordance with the current codes of practice.</li></ol>
<b>4</b>	<ol style="list-style-type: none"><li>1. Accommodation duties which include the recording and maintenance of records regarding accommodation for students, Fellows and visitors.</li><li>2. Taking of monies in respect of rent of flats and guest rooms.</li><li>3. Reporting of maintenance faults or defects as appropriate.</li><li>4. Using bespoke computer systems to facilitate guest check in and out and room allocation.</li></ol>
<b>5</b>	<ol style="list-style-type: none"><li>1. Acting as front of house, answering of incoming telephone calls at the enquiry point and re-routing as necessary.</li><li>2. Providing a high level of customer care when dealing with enquiries from members of the College and visitors, and ensuring their total satisfaction with the service the Porters' Lodge has provided.</li></ol>
<b>6</b>	<ol style="list-style-type: none"><li>1. Selling of College merchandise (postcards and other items), issue and control of motor authorisation slips, maintenance of general records and responsibility for the issuing of keys to Fellows, students, staff and conference delegates.</li><li>2. General Key management for all locks within College grounds.</li><li>3. Collation of end of month meter reads and the completion of the related documentation.</li></ol>
<b>7</b>	<ol style="list-style-type: none"><li>1. Postal Duties, which includes the delivery, collection and sorting of internal and external mail and the sale of postage.</li><li>2. Processing outgoing mail using various mailing systems used within the Porters' Lodge.</li></ol>
<b>8</b>	<ol style="list-style-type: none"><li>1. Collection of examination scripts during the examination period, ensuring these are stored and transferred securely.</li></ol>
<b>9</b>	<ol style="list-style-type: none"><li>1. Completion of cycle culls of all cycles on College premises, assessing condition of cycles and cross-checking with College records as necessary.</li></ol>
<b>10</b>	<ol style="list-style-type: none"><li>1. Any other reasonable duties.</li></ol>

## Working Conditions

Highly changeable conditions. Adapts standard process to the given situation, adjusting working practices to ensure safety or self or others

### **Physical Requirements**

Short periods of physically strenuous activity where there is no method, tool or adjustment that would reduce the frequency, or duration of the task (lifting, carrying, working in constrained spaces)

### **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.*

# Person Specification

Key Skills and Experience		
Criteria	Description	Essential or Desirable
Experience	Experience in a customer facing environment and able to demonstrate appropriate skills.	E
	Experience of dealing with complex situations in a pressurised environment.	E
	Experience of dealing with situations involving conflict.	E
	Experience of dealing with sensitive and confidential information.	E
	Experience of hotel booking system	D
	Experience of cash handling	D
	Experience of fire alarm systems	D
Skills	Customer Service skills, engaging with empathy	E
	Strong communication skills (both written, spoken and by telephone) and active listening	E
	IT Literate	E
	Able to work on own initiative and under pressure	E
	Attention to detail & resourceful	E
	Physically able to undertake security patrols, first aid duties and postal duties	E
	Pragmatism & good judgement	E
	Tactful/sensitive to situations	E
	Able to remain calm under pressure	E
	Able to maintain confidentiality	E
Qualifications	Competent standard of literacy, numerically literate.	E
	Educated to a level appropriate for a customer facing role, able to demonstrate a good command of the English language and correct grammar.	E

	First Aid at Work, or other First Aid training.	D
	SIA Training	D
<b>Additional requirements</b>	Polite, tactful. 'Can do' attitude Willing to try and able to take line management direction. Flexible	E E E E

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.
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