DEPUTY HEAD PORTER

This is an exciting opportunity for a dynamic and motivated individual to join the Hughes Hall team in this key role as a Deputy Head Porter

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<tr>
<th>Job Title</th>
<th>Deputy Head Porter</th>
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<tr>
<td>Department</td>
<td>Porters' Lodge</td>
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<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge, CB1 2EW and associated properties</td>
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<td>Reporting to</td>
<td>Head Porter</td>
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<tr>
<td>Length of Appointment</td>
<td>Permanent</td>
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<tr>
<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Salary</td>
<td>£28,756 per annum (Spine point 36 on the University’s Single Salary Spine)</td>
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<tr>
<td>Medicash Healthcare Plan</td>
<td>All staff members have access to the College’s Medicash Healthcare Plan <a href="https://www.medicash.org/">https://www.medicash.org/</a></td>
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<tr>
<td>Mental Health Peer Support Programme</td>
<td>All staff members have access to the College’s Mental Health Peer Support Programme, supporting <a href="https://www.mind.org.uk">Mind’s Mentally Healthy Universities initiative</a></td>
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<tr>
<td>Hours of Work</td>
<td>Average of 37.5 hours per week. Including some rota weekend working, annual leave cover and out of hours phone cover</td>
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<tr>
<td>Annual Leave</td>
<td>Full time employees are entitled to annual paid leave of 25 days plus public holidays</td>
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<tr>
<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time</td>
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The University of Cambridge’s oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of study and research, offering scholarships and bursaries targeted at new and continuing students.

We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of college life at Hughes Hall is an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature
undergraduates from more than 80 countries. Particularly distinctive is our “Bridge Fellows” programme, which brings a diverse group of outstanding individuals from outside the University into our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study and research. Hughes Hall is situated alongside Fenner’s Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have particular strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College’s multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in different stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly, and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work, and values

Purpose of Post
Hughes Hall. The role of the Deputy Head Porter will be to work under the direction Head Porter with the aim of delivering an efficient day to day running of the Porterage by providing effective supervisory and hands on support to the Porters Lodge team. The Porters’ Lodge will be the main point of public entry to the College and will provide a comprehensive customer focussed front of house and security service to College Fellows, alumni, staff, students and visitors. College Porters fulfil a vital role in the running of a college and often provide a lasting impression on the lives of students. Job share requests will be considered.

Key Responsibilities
Key responsibilities
  • Supporting the Head Porter for the security of the College and front of house management.
  • Supporting the Head Porter in its effective support of the College’s conference function including all major events.
- Provide supervisory support to the members of the Porters Lodge
- To deputise for the Head Porter as required.
- To provide/arrange cover within the Porters Lodge to fill short notice absences
- To provide out of Hours supervisory support when required

**Main duties**

- Ensuring visitors are welcomed to the College and that all enquiries are dealt with as quickly, efficiently, and courteously as possible.
- Issuing and receiving keys and maintaining accurate and up to date records for keys.
- Maintaining the various mandatory logs for first aid, health and safety and fire alarm activations.
- Providing an effective response to fire alarm activation.
- Monitoring the security of the College grounds using CCTV and frequent, irregular patrols.
- Reporting of unauthorised vehicles and bicycles.
- Controlling access to the College for visitors and guests.
- Administering the arrival and departure of conference delegates and Bed and Breakfast guests.
- Providing information and assistance to Fellows, alumni, students, staff and visitors to the College.
- Ensuring orderly behaviour on college property.
- Dealing with post and parcels appropriately.
- Dealing with lost and found property
- Providing First Aid cover.
- Liaising with emergency services as required.
- Operating the central telephone enquiry point.
- Hoisting and lowering of the College flag.
- Ensuring that College rules are adhered to.
- Routine patrolling including fire and health and safety checks.
- Supporting the Head Porter in his functions or his absence.
- Ensuring Porters operate within the agreed procedures and processes within the Lodge.

**General responsibilities**

- Keeping the Head Porter informed of all activities and any issues affecting the Porterage.
- Taking part in the College’s appraisal scheme and undertaking training as required.
- To be responsible for your own health and safety in the workplace.
- To fully comply with all the College’s policies.
- To undertake any other reasonable request or duties commensurate with your post.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.
## Person Specification

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<th>Essential</th>
<th>Desirable</th>
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| **Education/Qualifications** | • Educated to A level with good numeracy and literacy essential  
                          • Good level of spoken English (this is essential to carry out the duties of the position and for Health and Safety training) | • First Aid Qualification  
                          • Current Security Industry Accreditation  
                          • Leadership or management qualification to level 4 minimum. |
| **Experience** | • Previous supervisory experience in a similar field (security, managing the public, information and assistance) | • Experience of working in an educational/campus context  
                          • Hotel Reception or similar previous work |
| **Skills/Knowledge Training** | • IT competent; ability to use Microsoft programmes  
                          • Reliable, conscientious, professional approach  
                          • Well organised, methodical, and thorough  
                          • Ability to prioritise effectively  
                          • Ability to work independently, in a pro-active way as well as work well as part of a team  
                          • Ability to assess and react to situations promptly and tactfully  
                          • Ability to cope well with a varied workload  
                          • Ability to communicate effectively with the Porters and members of the College  
                          • Observant, and ability to make reports and follow up issues | |
| **Personal attributes** | • Customer-focussed attitude  
                          • Excellent interpersonal skills  
                          • Smart, professional appearance  
                          • Cheerful, positive disposition  
                          • Flexible approach | |
All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with College’s Staff Handbook, Health & Safety Policy and all relevant procedures.

**Screening Check Requirements**
We have a legal responsibility to ensure you are eligible to live and work in the UK.

Further guidance on right to work checks for EU, EEA or Swiss citizens can be found at: [Right to work checks: employing EU, EEA and Swiss citizens - GOV.UK (www.gov.uk)](https://www.gov.uk)

**Application Process**
To submit an application for this vacancy, please complete the job application form and include a covering letter outlining how you meet the job description and person specification.

You are also encouraged to complete the College’s Equality and Diversity Form. Hughes Hall values diversity, and is committed to ensuring equality of opportunity. The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds.

All documentation should be emailed to hr@hughes.cam.ac.uk.

The closing date for applications 13th December 2021 at midday GMT. Interviews will be held at Hughes Hall, Cambridge.

Any information given will be processed for employment selection and statistical purposes. You will find all of the relevant Data protection Statements on our website at [https://www.hughes.cam.ac.uk/alumni/contact-us/data-protection/](https://www.hughes.cam.ac.uk/alumni/contact-us/data-protection/)