Job Description

Hughes Hall University of Cambridge is recruiting a full time Head Porter to lead our busy team within the Porters’ Lodge. The role of the Head Porter is pivotal in the smooth running of College life for Fellows, students, staff and the many visitors and guests that Hughes welcomes every year. Duties include operating a friendly and efficient front of house service, managing safety and security for the College, and assisting a variety of people on a daily basis. In many instances the Head Porter is the ‘face’ of Hughes Hall.

To be successful in this role you will be a confident and clear communicator and able to demonstrate exemplary customer service skills and leadership. This role requires you to be responsible, professional, and adaptable and have the ability to display good judgement and demonstrate a high level of integrity. Previous experience or knowledge on customer service focused roles and security and fire safety would be an advantage.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Full Time Head Porter</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<tr>
<td>Reporting to</td>
<td>Head of Facilities</td>
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<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<tr>
<td>Probation Period</td>
<td>Six months</td>
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<td>Notice Period</td>
<td>3 months</td>
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<tr>
<td>Salary Range</td>
<td>£35,333 to £40,931 depending on experience.</td>
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<tr>
<td>Hours of Work</td>
<td>Average 37.5 Hours per week this may include some evenings and weekends.</td>
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<tr>
<td>Annual Leave</td>
<td>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 with matched employer contributions up to 8%.</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 Mind’s Mentally Healthy Universities initiative</td>
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<tr>
<td>Additional Benefits</td>
<td>• Medicash healthcare plan (<a href="https://www.medicash.org/">https://www.medicash.org/</a>)</td>
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<td></td>
<td>• Free lunches on working days</td>
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<td></td>
<td>• Free Life Assurance cover</td>
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<td></td>
<td>• Enhanced sick pay</td>
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<td></td>
<td>• Cycle purchase scheme</td>
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<td></td>
<td>• Annual season ticket loan</td>
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<td>• Free on-site car parking (subject to availability)</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 in Cambridge, bridging the academic and non-academic worlds, with an open and informal atmosphere. A distinctive aspect of 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, with around 870 full- and part-time postgraduates including 177 mature undergraduates from more than 80 countries. 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 strengths in a number of 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 various 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 Engagement, Digital Education Futures Initiative, 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.
**Job Purpose:**

The Head Porter leads the Porters team, overseeing the day to day management of the team of 15 full and part time staff. The Head Porter is responsible for the teams’ motivation, discipline and development and ensuring that the College has effective 24 hour cover. The Head Porter ensures that the Porters team provide an effective, efficient service and a safe and friendly environment for all who visit, live or work in the College. The role of Head Porter is a responsible and is a varied role in the College.

The typical shift patterns to be managed and organised include daily (7 days a week) double-cover until midnight, supported by lone-working night porters. Additional support in dealing with emergencies out of hours is provided by an on-call duty person. The Head Porter is not usually included in the shift pattern but hours can be flexible to suit the operational needs of the College. This includes some of the College’s more traditional and ceremonial events, such as Congregations (graduation ceremonies), Formal Halls, conferences, garden parties and student social events such as the glamorous annual May Ball.

**Key Responsibilities**

- To provide a professional, efficient, and comprehensive service as a college Head Porter, supported by the Deputy Head Porter in running an efficient friendly and welcoming porter’s lodge, looking after the security of the College, wellbeing of staff, students, fellows and visitors and front of house management.
- Liaison with the Tutorial and Welfare Team on matters relating to the welfare and pastoral care of students.
- Giving guidance and direction to students where necessary and ensuring that all incidents concerning student welfare and discipline are reported to College Officers.
- Supporting the College’s conference function including all major events (congregations, BOPS, May Ball etc).
- The post holder may be called upon at any time if there is an emergency.
- Ensuring clear and timely communication within the Lodge and with other departments on internal and external issues and processes.

**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.
- Issuing and updating electronic 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.
• 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.
• Providing First Aid cover.
• Liaising with emergency services as required.
• Operating the central telephone enquiry point.
• Hoisting and lowering of the College flag when required.
• Ensuring that College rules are adhered to.
• Routine patrolling including fire and health and safety checks.
• Prepare and manage the Porters shift pattern.
• Conducting annual Performance Development Reviews for all Porters including a review of training and other needs.
• Monitoring expenditure relating to the Porters' Lodge to ensure a cost effective service.
• Take an active part in the Head Porter’s Association and maintain and improve contacts with other Head Porters.
• Manage the process of student summer storage and student summer moves with the assistance of the Accommodation Manager.

General responsibilities

• Keeping the Head of Facilities 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.

Fire Safety and Security

• You may be the first point of contact in an emergency.
• To operate and monitor the CCTV system as necessary.
• To operate the security and fire alarm systems
• Assist with the fire safety checks and drills.
• Buildings, college grounds and car park patrols.
• Incident reporting.
• Control the issue and recording of door access cards and keys to authorised personnel.
• First Aid/Fire Training and accidents

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.

Once the Head Porter has passed their probation period, they may be tasked with taking on some additional responsibilities and tasks designated by the Head of Facilities.

### Person specification

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<th>Essential:</th>
<th>Desirable:</th>
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<tr>
<td><strong>Education</strong></td>
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<tr>
<td>• Educated to GCSE level with good numeracy and literacy essential</td>
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<td><strong>Experience</strong></td>
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<tr>
<td>• Previous experience in a similar field security, managing the public, information, Portering or Customer Services/front of house experience.</td>
<td>• First Aid Certificate</td>
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<td>• Extensive experience of leading and motivating a team to deliver high standards.</td>
<td>• Security Industry Accreditation License</td>
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<td>• Experience of managing health and safety, fire safety, security, customer services</td>
<td>• Experience working in an educational/campus context</td>
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<td><strong>Skills and Abilities</strong></td>
<td>• Previous experience working as a part of a Porters team.</td>
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<td>• IT competent; ability to use Microsoft programmes.</td>
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<td>• Reliable, conscientious, professional Approach.</td>
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<td>• Well organised, methodical, and thorough.</td>
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<td>• Presentable</td>
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<td>• Ability to prioritise effectively.</td>
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<td>• Ability to work independently, in a proactive way as well as work well as part of a team.</td>
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<td>• Ability to assess and react to situations promptly and tactfully.</td>
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<td>• Ability to cope well with a varied workload.</td>
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### Training

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 and training.

### Screening Check Requirements

The College has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Any offer of employment will be subject to the College verifying that you are eligible to work in the UK before you start work.

If you are invited to interview, you will be asked to bring original documents from List A or List B (below) and a copy will be taken; alternatively, if you hold a 'digital immigration status', your share code will be required to access this status online.

- Ability to communicate effectively with the Porters and members of the College.
- Observant, and ability to make reports and follow up issues.
- Commercial and financial management skills, with a view to manage costs
- Strong organisational and planning skills, to prioritise own and others’ time, activities and resources effectively
- Effective managerial skills to support and develop the team.
- People focus
  - builds and maintains effective working relationships across the College
  - actively seeks to understand and respond to needs of others, including users, staff and College leadership
  - follows through on agreements and commitments
  - promotes high standards and professionalism across the department.
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- **List A**: Documents/statuses which denote an unrestricted and unlimited right to work in the UK
- **List B**: Documents/statuses which denote a temporary and/or restricted right to work in the 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. The closing date is 26th June 2023. Interviews will be held at Hughes Hall.

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.

Data Protection

Any information given will be processed for employment selection and statistical purposes. To understand how your personal data will be processed during the application process, please see the Data Protection Statement for Job Applicants.

For an informal discussion about the post, please contact the Deputy Head Porter, on bsp27@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.