



HUGHES
HALL
UNIVERSITY OF CAMBRIDGE

Casual Porter

Hughes Hall College Cambridge is looking to recruit a Casual Porter to join our busy team within the Porter's Lodge. The role of College Porter is pivotal in the smooth running of college life for Fellows, Students, staff and the many visitors and guests that the college receives every year. Duties will include operating a friendly and efficient front of house service, managing safety and security for the college, and assisting a wide variety of people daily.

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

Job Title	Casual Porter
Department	Porters' Lodge
Location	Hughes Hall, Cambridge, CB1 2EW and associated properties
Reporting to	Head Porter/ Deputy Porter
Contract Type	Zero Hours
Probation Period	Your employment with the College is not subject to a probationary period
Salary	£12.58 p/h (SP27) to £13.20 p/h (SP29), depending on skills and experience.
Hours of Work	Zero hours contract, as and when needed by the College to cover sickness, holidays and events. This will include shift work and Casual Porters may be asked to cover up to 4 shifts a month. There will be an enhanced rate for any night shift cover
Mental Health Peer Support Programme	All staff members have access to the College's Mental Health Peer Support Programme, supporting Mind's Mentally Healthy Universities initiative
Annual Leave	Full time employees are entitled to annual paid leave of 25 days plus public holidays
Pension Eligibility	The College offers membership of a contributory pension scheme with matched employer contributions up to 8%.

Additional Benefits	<ul style="list-style-type: none"> • Mediacash healthcare plan (https://www.medicash.org/) • Free lunches on working days • Free Life Assurance cover • Cycle purchase scheme • Annual season ticket loan • Free on-site car parking (subject to availability)
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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.

Job Purpose

The role of the Porter will be to work under the Head Porter with the aim of delivering an efficient day to day running of the Porterage. 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.

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.

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.
- Dealing with all incoming post, parcels and packages in accordance with college guidance.
- 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.

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.

Fire Safety and Security

- To be the first point of contact in all emergencies during the night
- To operate and monitor the CCTV system as necessary.
- To operate the security and fire alarm systems
- Assist with the fire safety checks.
- 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.

Person Specification

	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none">• Educated to GCSE level with good numeracy and literacy essential	<ul style="list-style-type: none">• First Aid Qualification• Security Industry Accreditation
Skills/Knowledge Training	<ul style="list-style-type: none">• 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 proactive way as well as work well as part of a team	

	<ul style="list-style-type: none"> • 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 	
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Personal attributes	<ul style="list-style-type: none">• Customer-focussed attitude• Excellent interpersonal skills• Smart, professional appearance• Cheerful, positive disposition• Flexible approach	
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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

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.

[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. There is currently no closing date and applicants may be invited for interview at any stage.

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.