



ST JOHN'S COLLEGE
UNIVERSITY OF CAMBRIDGE

Custodian

Candidate information pack
January 2024

An overview of St John's College, Cambridge

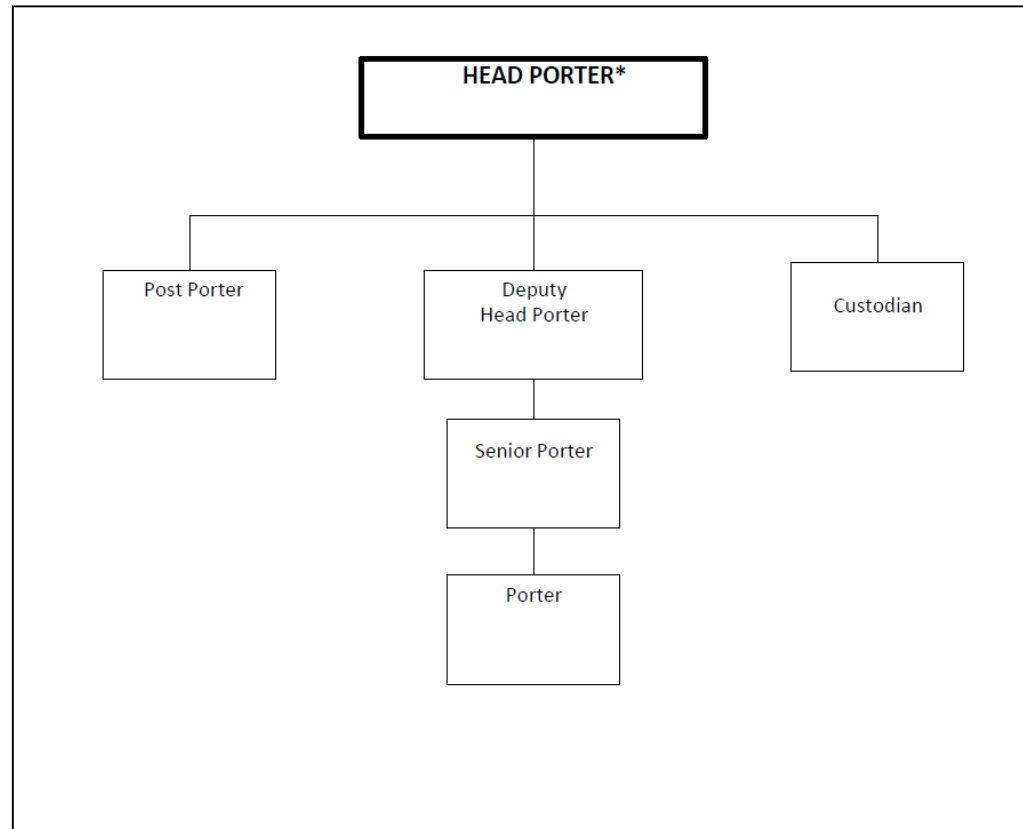
An inspiring place in which to work

For over 500 years, St John's College has flourished as an independent and self-determining academic community, whose purposes are education, religion, learning and research, and which approaches its mission with an unwavering commitment to intellectual freedom and integrity. We are committed to sustaining and enhancing the College's global renown for scholarship across a wide range of disciplines, and we aspire to be regarded as a beacon of academic excellence. St John's is one of the largest and most widely known of the 31 constituent colleges in the University of Cambridge, which is consistently ranked amongst the top five universities in the world.

This is a friendly, warm, and welcoming place. The College is held in deep affection by its members, who include around 155 Fellows, about 550 undergraduate and 300+ postgraduate students, some 13,000 alumni worldwide, and by our 250 staff. Our community is a tolerant, inclusive, caring, respectful meritocracy, with genuine joie de vivre. We cherish the diversity of experience, culture, and perspective in members of the College, and the way this enriches our learning and our lives. We seek to balance how we fulfil our purposes today with our stewardship responsibilities for future generations in the College, and for the wellbeing of our planet.



Porters Department Organisation Chart



Job Description

Principal Responsibilities

RECEPTION (Great Gate Lodge):

In order to provide a welcoming and efficient reception service for College members, guests and visitors, the post holder will:

- Respond to queries from College members, guests and visitors.
- Operate the visitor admission point into the College and grant entry on payment of money, vouchers or direct invoicing.
- Operate the cash register and complete the associated documentation to ensure that there is an accurate audit trail of visitor income.
- Promote the selling of College merchandise. Set up the visitor reception booth and place out signage and barriers at the beginning and end of shifts.
- Liaise with tour companies, Cambridge City Council and other groups to ensure that visitor bookings are managed to minimise congestion at the Great Gate and disruption to the daily life of the College in general.
- Manage the external “John’s Tours” email account to ensure that incoming emails about visits to the College are answered in a timely and professional manner.
- Ensure the accuracy of information on the College’s website in relation to visiting the College.
- Liaise with the College’s finance department in the management of visitor invoices and payments.

SECURITY

In order to ensure the security of College members, guests and visitors as well as College buildings and grounds the post holder will:

- Manage visitor entry into the College to ensure that only College members, paying visitors and others with business in the College are allowed access.
- Provide security for high profile events in the Old Divinity School when possible.
- Patrol the College paying particular attention to the recommended visitor route.

- Direct visitors away from private areas of the College and discourage picnicking, walking on the grass and any other unauthorised activity.
- Ensure that anyone who has entered the College without payment or other legitimate reason is required to leave.
- Open and secure key access points in accordance with the relevant schedule.
- Open and close the Chapel in accordance with the relevant schedule.
- Ensure the daily security of the cash takings in relation to tourism and that these are securely transported to the bank in accordance with the daily schedule.

OTHER

- The list includes the principle accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Head Porter from time to time.
- As part of a team that provides all year round cover, be required on occasions to cover colleagues' absence in the Great Gate Lodge either during your tour of duty or on overtime.
- When required assist the post porter with the distribution of mail and parcels.

Person Specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> • Good level of literacy and numeracy • Experience of working in a customer related setting • Computer literate 	
Skills, Abilities and Competencies:	<ul style="list-style-type: none"> • Excellent customer service, diplomacy and communication skills. • To project a friendly, helpful and professional “front of house” image whatever the circumstances. • The ability to balance the aims of the College with the needs of those who wish to visit the College. • Be able to use their own initiative to solve problems based on the available evidence. • Work at times with the minimum of supervision. • The ability to make and implement sound decisions within established procedures. • To use their initiative to take charge in an emergency. 	

Terms and Conditions

Length of post:	Permanent
Salary:	The salary for the post will be between £23,328.51 - £24,629.92 p.a. (depending on experience) pro rata
Hours of work:	Average of 24 hours per week.
Location:	The role is based St John's College in Cambridge

Contractual benefits include:

- Membership of a Defined Contribution Pension Scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 22 working days (inclusive of Bank Holidays)

Other benefits include:

- Free lunch in the College's Buttery Dining Room (subject to a monetary limit)
- Access to a 'cash plan' healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.

Any offer to a successful candidate will be conditional upon a satisfactory DBS check.

Recruitment Process

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk
or by post to: HR Department, St John's College, Cambridge, CB2 1TP

to arrive no later than **9.00 am on Monday 5 February 2023**. Interviews are expected to take place week commencing 12 February 2023.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.



ST JOHN'S COLLEGE
UNIVERSITY OF CAMBRIDGE