



ST JOHN'S COLLEGE
UNIVERSITY OF CAMBRIDGE

Further Particulars for the post of Porter (Evening)

April 2025



About the College

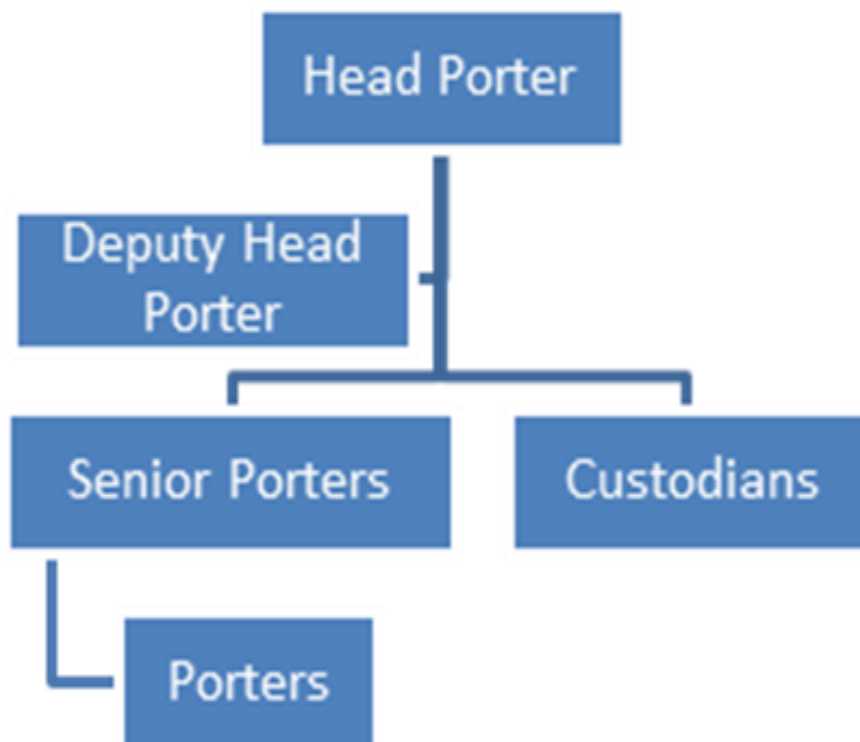
St. John's College is one of the largest of the University of Cambridge's 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John's has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about 250 staff.

The buildings and grounds of St John's are a magnificent environment in which to work, but it is the people of St John's who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John's on the College's website: www.joh.cam.ac.uk.

Porters Department

The Porters provide a welcoming, helpful and professional reception service to members of the College and other visitors. Through regular patrols they ensure the safety of those living, working in or visiting the College and respond to emergencies and other events to ensure the security of the College buildings and grounds. They provide additional services as required to ensure the efficient and effective running of the College.

Porters Department Organisational Chart



Job Purpose

To assist the Head Porter in the day-to-day running of the Porters Department by providing a welcoming reception service, which also ensures the safety of those living, working in and visiting St John's College.

Principal Responsibilities

1. Reception (Lodges)

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

- Issue/collect
- Respond to queries from college members, guests and visitors.
- Provide information to College members, guests and guests.
- Take and relay messages both in person and via telephone or email.
- Respond to telephone enquiries to the college and direct calls to the relevant department or person.

2. Security

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

- Patrol College buildings and grounds.
- Open and secure access points in accordance with the relevant schedule.
- Safeguard keys and maintain records in relation to their issue/receipt to authorised persons.
- Ensure those persons entering the College have a legitimate purpose for doing so.
- Manage any security or safety issues or escalate them, if appropriate, to the senior porter on duty.

3. Safety

In order to ensure the safety of college members, guests and visitors the post-holder will:

- Monitor and respond to fire, intruder and access alarm systems.
- Assist with fire drills as required.
- Respond to emergencies or other high-risk situations.
- Assist with evacuations and administer first aid as necessary.
- Monitor junior members' behaviour, reporting breaches of codes in accordance with the college's statutes.
- Complete incident reports and health and safety injury reports as required.
- Share information on any risks identified with the appropriate person or department.

4. Internal/ External post

In order to provide and maintain an efficient postal service for the college, the post-holder will:

- Receive mail from various external and internal sources.
- Distribute mail.
- Manage the arrival and distribution of parcels using the College's parcel system.

The above list includes the principle accountabilities of the role but is not exhaustive. The Head Porter or Senior Porter on duty may require other duties to be undertaken when necessary.



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"> • Previous experience of working in a customer-related environment. • Computer literate e.g. Microsoft Office, Outlook. 	<ul style="list-style-type: none"> • Hold a First Aid certificate, or be willing to undertake a course to obtain a certificate.
Skills, Abilities and Competencies	<ul style="list-style-type: none"> • Excellent customer service and communication skills, particularly in relation to young people. • Good level of literacy and numeracy. • Ability to be able to work in a security related environment, whilst remaining sympathetic to the privacy of the members of the college. • Use own initiative to solve problems based on the available evidence. • Work at times with the minimum of supervision. • Make and implement sound decisions within established procedures. • Use initiative to take charge in an emergency. • Get on well with a wide variety of people who have many different needs. • Project a friendly, helpful and professional image, whatever the circumstances. 	

Terms & Conditions

Post: Porter (Evening)

Length of post: Permanent

Hours of work: 16 hours per week (6pm—10pm, working 3 shifts on and 3 shifts off including weekends)

Salary: Between £29,093—£30,716 pro rata (depending on experience)

Location: The role is based at the Great Gate Porter's lodge, 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 25 days (inclusive of Bank Holidays)

Other benefits include:

- A meal allowance (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

Read more about the benefits of working at [St John's](#).

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.



Recruitment Process

The deadline to apply is **9.00 am on Monday 19 May 2025**. Interviews are expected to be held during the week commencing **Monday 26 May 2025**.

Please include in your application:

- A fully completed application form
- A covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you
- A full and up to date 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

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.

**Porters Department
St John's College
Cambridge CB2 1TP
United Kingdom**

Registered charity number 1137428



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