



**ST JOHN'S COLLEGE
CAMBRIDGE**

**Further particulars for the post of
Casual Custodian**

Requirement

St John's College wishes to appoint a Custodian on a casual basis.

St John's College

St. John's College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a highly international community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

Further information on the College can be found on the College website www.joh.cam.ac.uk.

Context: Porters and Custodians – to provide a welcoming reception service to members of the College and to visitors and to oversee the safety of those living and working the College and the security of College buildings and properties.

College Aims: the College's statutory aims are the advancement of education, religion, learning and research.

Department Aims:

- To provide a cost effective and timely visitor support service to enable the College to fulfil its statutory and strategic aims.
- Staff the College's Lodges in order to provide a welcoming reception service to members of the College and to visitors.
- Through regular patrols ensure the safety of those living, working at or visiting the College.
- Provide additional services as required to ensure the efficient running of the College.

Principal Responsibilities and Duties

Job title: Custodian

Department: Portering

Responsible to: Head Porter

Job Purpose: To manage visitor entry into the College by balancing the needs of the College community with requests for visits. To be ambassadors for the College and provide a friendly, helpful and professional reception service which welcomes visitors whilst maintaining security and minimising disruption to the College.

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.

SAFETY

In order to ensure the safety of College members, guest and visitors the post holder will:

- Monitor and respond to fire, intruder and access alarm systems.
- Assist with fire drills as required and undergo training as a College Fire Warden.
- Respond to emergencies, assist with evacuations and administer first aid as necessary.
- Assist in monitoring junior members’ behaviour, reporting breaches of codes in accordance with the College’s statutes.
- Complete incident and injury reports as required.

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

At St. John's College we look for and value people who understand the needs of the College and put those needs first when they are at work. Because of this, we believe that the attitude our staff bring to work and the way they choose to behave is even more important than their skills or experience. Set out below are the minimum qualifications, experience, skills and knowledge that are required for the role or are desirable additional attributes.

Qualifications, Knowledge and Experience:

- Good level of literacy and numeracy
- Experience of working in a customer related setting
- Computer literate

Skills, Abilities and Competencies:

- 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:	Casual
Salary:	£12.32 per hour
Hours of work:	Zero hour contract
Location:	The role is based in Cambridge.

Other benefits (not all contractual) include:

- Free lunch in the College's Buttery Dining Room (subject to a monetary limit);
- Free car parking close to the College (subject to availability);
- Membership of a contributory pension scheme.

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 22 May 2023**. Interview dates to be confirmed but are expected to be held close after the closing date.

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.