



# **ST JOHN'S COLLEGE CAMBRIDGE**

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**Further particulars for the position of  
Custodian**

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## Requirement

St John's College is looking to appoint a Custodian to provide a welcoming reception service to members of the College and visitors and to oversee the safety of those living and working at the College and the security of College buildings and properties.

## 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](http://www.joh.cam.ac.uk)

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

### Department Aims:

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

Further information on the College can be found on the College website [www.joh.cam.ac.uk](http://www.joh.cam.ac.uk)

## Principal Responsibilities and Duties

**Job title:** Custodian

**Department:** Portering

**Responsible to:** The Head Porter

### Job Purpose:

- To provide a cost effective and timely support service to the College in the management of tourism and its impact on College life.
- To staff the tourism reception booth and the Great Gate Lodge in order to provide a welcoming reception service to members of the College and to visitors.

- Through regular high visibility patrols of the College to manage and minimise the impact of tourism on the daily life of the College

## **Principal Accountabilities (Responsibilities):**

### **Reception (Main 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 admission point and take payment from tourists for College access and promote the selling of College merchandise.
- Set up the tourist booth and place out signage and barriers at the beginning and end of shifts.
- Liaise with tour companies to manage the impact of large group visitors.

### **Security**

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

- Provide security at the Great Gate Lodge and ensure those entering the College have a legitimate right to do so.
- Prevent unauthorised activity by visitors (e.g. picnicking and walking on the grass) and ensure visitors do not enter private areas of the College
- Open and secure key access points in accordance with the relevant schedule.
- The daily collection, counting and banking of the takings in relation to tourism.

### **Safety**

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

- Respond to emergencies, assist with evacuations and administer first aid as necessary.
- Monitor junior member's behaviour reporting incidents of unacceptable behaviour in accordance with College statutes.
- Complete incident reports 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 24hrs all year round cover, be willing on occasions to work overtime to cover colleague's absence and provide cover in the Lodge.

## **Person Specification**

### **Qualifications, Knowledge and Experience**

- Good level of literacy and numeracy.

- Experience of working in a customer related setting
- Stable and checkable work background
- Proven record of reliability and punctuality

#### **Skills, Abilities and Competencies:**

- The ability to be able to work in a security related environment, whilst remaining sympathetic to the privacy of the members of the College.
- Able to work with minimum supervision and use their own initiative.
- Excellent communication and diplomacy skills
- The ability to get on well with a wide variety of people from different backgrounds who have many different needs
- The ability to make and implement sound decisions within established procedures.

#### **Terms and Conditions**

Length of post: Permanent

Salary: £18,242 per annum pro rata

Hours of work: The basic hours of work will be an average of up to 32 hours per week during the summer period (March-October inclusive) and an average of around 16 hours per week during the winter period (November to February inclusive). The hours will be variable each week, in accordance with a roster that will be issued to you by your head of department. You may be required to work additional hours to cover colleagues' holidays and at weekends during the winter period and so an element of flexibility will be necessary.

Location: The role is based in Cambridge.

Contractual benefits include:

- Membership of a contributory pension scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays) pro rata for those not working a 5-day week

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.

## 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](mailto:recruitment@joh.cam.ac.uk)

or by post to: The HR Department, St John's College, Cambridge, CB2 1TP

to arrive no later than **9.00am on Friday 2 August 2019**. Interviews are expected to take place on **the week commencing 12 August 2019**.

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.