



**ST JOHN'S COLLEGE
CAMBRIDGE**

**Further particulars for the position of
Custodian**

Requirement

St John's College is looking to appoint a Custodian, on a zero hour contract, 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 very diverse community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

College Aims: the College's statutory aims are the promotion 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

Principal Responsibilities and Duties

Job title: Custodian
Department: Porterage
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:

- i. Respond to queries from College members, guests and visitors.
- ii. Operate the admission point and take payment from tourists for College access and promote the selling of College merchandise.
- iii. Set up the tourist booth and place out signage and barriers at the beginning and end of shifts.
- iv. 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:

- i. Provide security at the Great Gate Lodge and ensure those entering the College have a legitimate right to do so.
- ii. Prevent unauthorised activity by visitors (e.g. picnicking and walking on the grass) and ensure visitors do not enter private areas of the College
- iii. Open and secure key access points in accordance with the relevant schedule.
- iv. 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:

- i. Respond to emergencies, assist with evacuations and administer first aid as necessary.
- ii. Monitor junior member's behaviour reporting incidents of unacceptable behaviour in accordance with College statutes.
- iii. Complete incident reports and injury reports as required.

Other

- i. 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.
- ii. 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

Salary: £9.35 p/h

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

Recruitment Process

Please include in your application:

- **A completed application form**
- **A full CV**

Applications should be sent:

by email to: 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 Monday 25 February 2019.**

We will contact you if you are selected to attend an interview. For those not selected may we take this opportunity to thank you for your interest in this post.

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.