Further particulars for the post of Deputy Head Porter
Requirement

St John’s College is looking to appoint a Deputy Head Porter to assist the Head Porter in the efficient and effective management of the Porters Department, deputising for the Head Porter as required, and to act as the College’s Chief Fire Safety Officer.

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

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.
- Through 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.

Principal Responsibilities and Duties

Job title: Deputy Head Porter

Department: Portering

Responsible to: Head Porter

Job Purpose: To assist the Head Porter in the efficient and effective management of the Porters Department and to deputise for the Head Porter in their absence. To become the College’s Chief Fire Safety Officer.
Principal Responsibilities

Porters Lodges

i. To assist in the supervision and administration of the day-to-day operation of the Porters’ Lodges.
ii. To work as part of a team which provides a front-facing and professional service to all members of the College and other visitors.
iii. To administer the duty rota and leave system to ensure that minimum staffing levels are maintained at all times.
iv. To assist with the training of porters during probation and on a continuing basis.

Security

i. To be responsible for the use and maintenance of the College CCTV system.
ii. To be responsible for the maintenance of the College’s intruder alarm systems.
iii. To be responsible for the College’s processes in relation to the allocation, security and accountability of keys and access cards throughout the College.
iv. To be responsible for the perimeter security of the College including the car parks.
v. To be responsible for the management of the College’s door access cards and systems.
vi. To ensure that high visibility reassurance and security patrols are conducted routinely and systematically throughout the College estate.
vii. To work with other departments to problem-solve any security-related issues.

Fire Safety

i. To possess or be willing to undertake and pass a NEBOSH National Certificate in Fire Safety and Risk Management (or any other qualification that may be required) and become the College’s Chief Fire Safety Officer.
ii. To have responsibility for the management and maintenance of the College’s fire alarm systems.
iii. To have responsibility for all firefighting equipment and fire alarms and to ensure regular checking in accordance with schedules and Fire Regulations.
iv. To undertake Fire Safety Risk Assessments of the College estate on both an annual and needs driven basis.
v. To ensure that the annual fire drills are carried out.
vii. To co-ordinate staff training in relation to fire safety.

Tourism

i. In accordance with the College’s tourism policy to manage the entry of tourists into the College.
ii. To ensure that regular patrols are conducted of the College to deal with any visitor-related issues.

Post

i. To be responsible for the management of internal and external post, parcel collection and distribution via the College Postman and other porters.
ii. To ensure the College’s post and parcel management processes are labour efficient and cost effective.
Operational Support

i. To liaise with other departments and stakeholders in the College to ensure that operational plans are in place to deal with key events and ceremonies in the College’s calendar.

ii. As part of a team that provides 24hrs all year round cover, be willing on occasions to work overtime to cover porter absence and provide cover in the Lodges.

iii. To ensure the College's policies in relation to cycles, lost and found property, car parking and other issues are adhered to and enforced.

iv. To liaise with the May Ball committee and be the College May Ball co-ordinator in the set up and clear up of the May Ball.

v. To co-ordinate and oversee the department’s needs in relation to equipment and training issues.

vi. To support the Head Porter in the management of the departmental budget.

vii. To support the Head Porter in the performance management and personal development of all staff in the department.

viii. To deputise for the Head Porter in all responsibilities in their absence.

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 due to the varied and often unpredictable nature of the work required. The College reserves the right to make reasonable changes to the duties and requirements in the job description which may be necessary to meet the changing needs of the College or to reflect the latest technology or best practice.

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.

Qualifications, Knowledge and Experience:

- Previous experience of working in a front-facing customer-related environment.
- Previous management or supervisory experience.
- Good level of literacy and numeracy.
- Good IT skills.
- Hold a full driving licence to enable them to drive the College van.
- Hold a First Aid certificate or be willing to undertake a course to obtain a certificate.
- Knowledge of Fire Safety legislation and Health & Safety regulations.

Skills, Abilities and Competencies:

- The ability to project a friendly, helpful and professional image whatever the circumstances.
- To possess excellent customer service and communication skills particularly in relation to young people.
- The ability to work in a security related environment, whilst remaining sympathetic to the privacy of all members of the College.
- The ability to use their own initiative to solve problems based on the available evidence.
- The ability to work in a small team and demonstrate strong leadership.
• The ability to make and implement sound decisions within established procedures.
• The ability to use their initiative to take charge in an emergency.
• The ability to get on well with a wide variety of people who have many different needs.

Terms and Conditions

Length of post: Permanent
Salary: The salary for the post will be between £27,405.20 - £31,386.48 p.a. (depending on experience)
Hours of work: 36.25 per week
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)

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 months on either side.

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

Recruitment Process

The College is committed to safeguarding and promoting the welfare of vulnerable adults, young adults and children and therefore the recruitment process for this post follows the specific safe recruitment process which is set out in Annex A and which applicants must read and comply with.

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 9 September 2019**. Interviews are expected to take place week commencing 16 September 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.
Annex A

Applications under Safe Recruitment Process

Explanatory Note

The College is committed to safeguarding and promoting the welfare of vulnerable adults, young adults and children which requires certain roles within the College to be recruited to in accordance with a specific safe recruitment process. The post you have applied for falls into this category.

Application Form

Applications will only be accepted from candidates completing the enclosed Application Form in full. CVs will not be accepted in substitution for completed Application Forms.

The post you have applied for will involve some degree of responsibility for safeguarding the welfare of vulnerable adults, young adults and children. The extent of that responsibility will vary according to the nature of the position held. Please see the job description for the post.

Accordingly the post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198 must be declared.

The successful applicant will be required to complete an Enhanced Disclosure & Barring Service check.

We will seek references on the successful candidate, including references from previous employers, for information to verify particular experience or qualifications prior to confirmation into the appointment.

If you are currently working with vulnerable adults, young adults or children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to vulnerable adults, young adults or children (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any enquiry or disciplinary procedure. If you are not currently working with vulnerable adults, young adults or children but have done so in the past, that previous employer will be asked about those issues. Where neither your current nor previous employment has involved working with vulnerable adults, young adults or children, your current employer will still be asked about your suitability to work with vulnerable adults, young adults and children, although it may, where appropriate, answer ‘not applicable’ if your duties have not brought you into contact with vulnerable adults, young adults or children.

You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal, if the applicant has been selected, and possible referral to the police and/or the Disclosure and Barring Service.

Invitation to Interview

If you are invited to interview this will be conducted in person and the areas which it will explore will include suitability to work with vulnerable adults, young adults and children.

All candidates invited to interview must bring original documents proving their eligibility to work in the UK. A list of documents that provide this evidence will be provided with the invitation to interview.
Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- receipt of at least two satisfactory references
- verification of eligibility to work in the UK
- verification of identity (i.e. a full birth certificate)
- verification of qualifications and career history confirming any educational and professional qualifications that are necessary or relevant for the post (e.g. the original or certified copy of certificates, diplomas etc). Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body
- verification of professional status (where appropriate)
- a utility bill or financial statement showing the candidate’s current name and address (less than three months old)
- where appropriate any documentation evidencing a change of name
- a current driving licence (including both photocard and paper counterpart where one is issued) - if relevant to the role applied for
- a check of the Children’s Barred List held by the Independent Safeguarding Authority
- a satisfactory Enhanced DBS check
- where the successful candidate has worked or been resident overseas, such checks and confirmations as the College may require in accordance with statutory guidance

Please note that originals of any documentation referred to above are necessary. Photocopies or certified copies are not sufficient.

WARNING

Where a candidate is:

- found to be on the Children’s Barred List, or the DBS check shows s/he has been disqualified from working with vulnerable adults, young adults or children by a Court; or
- found to have provided false information in, or in support of, his/her application; or
- the subject of serious expressions of concern as to his/her suitability to work with children the facts will be reported to the Police and/or the Disclosure and Barring Service.