



ST JOHN'S COLLEGE CAMBRIDGE

**Further particulars for the post of
Porter**

Requirement

St John's College wishes to appoint a Porter on a permanent 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: Porter

Department: Portering

Responsible to: Head Porter

Job Purpose: To assist the Head Porter in the day to day running of the Portering Department by providing a welcoming reception service which also ensures the safety of those living, working in and visiting the college.

Principal Responsibilities

RECEPTION (Lodges)

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

- Issue/collect keys ensure their accountability and collect payment as required.

- Respond to queries from college members, guests and visitors.
- Take and relay messages both in person and via telephone or email.
- Oversee punt hire, squash court hire and sports equipment loan.
- Oversee all vehicular access and parking allocation for persons working or visiting the college.
- Respond to all telephone enquiries to the college and direct calls to the relevant departments/person as necessary.
- Support the conference and catering department with the management of conference delegates and other guests to the college by issuing room keys.
- Problem-solve any associated issues which arise out of office hours.

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, grounds and external properties.
- Open and secure key access points in accordance with the relevant schedule.
- Safeguard keys and maintain records in relation to their issue/receipt to authorised persons.
- Monitor car parks on the main college site, external college properties and grounds by foot patrol and the use of CCTV systems.

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.
- Check fire-fighting equipment and fire alarms.
- Assist with fire drills as required.
- Respond to emergencies, 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 injury reports as required and maintain diaries, term registers, lodge diaries etc.

INTERNAL POST

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

- Receive mail from various external and internal sources.
- Distribute mail.

The above list includes the principle accountabilities of the role but is not exhaustive. Other duties may be specified by the Head Porter or Senior Porter from time to time.

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 as important as 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:

- Previous experience of working in a customer-related environment.
- Computer literate.
- 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.

Skills, Abilities and Competencies:

- Excellent customer service and communication skills.
- A good level of literacy and numeracy.
- The ability to be able to work in a security related environment, whilst remaining sympathetic to the privacy of the members of 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.
- The ability to get on well with a wide variety of people who have many different needs.
- To project a professional, friendly and calm image whatever the circumstances.

Terms and Conditions

Length of post:	Permanent
Salary:	The salary for the post will be between £26,179.40 – £28,399.13p.a. (depending on experience)
Hours of work:	37.5 per week shift pattern involving a mix of early and evening shifts (job share and flexible working options are welcomed).
Location:	The role is based in Cambridge.

Contractual benefits include:

- Membership of a Defined Contribution Pension Scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 33 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.

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 19 June 2023**. Interviews are expected to be held during the week commencing 26 June 2023.

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.