



ST JOHN'S COLLEGE CAMBRIDGE

**Further particulars for the post of
Night Porter**

Requirement

St John's College wishes to appoint a Night 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.

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:	Night Porter
Department:	Domestic Bursar
Responsible to:	Head Porter
Job Purpose:	To assist the Head Porter in the day-to-day running of the Porters Department by providing a welcoming reception service, which also ensures the safety of those living, working in and visiting St John's College.

Principal Responsibilities

The key responsibilities and duties are set out below:

Principal Responsibilities

1. Reception (Lodges)

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

- Issue keys and maintain records to ensure their accountability.
- Respond to queries from staff, college members and visitors.
- Take and relay messages both in person and via telephone or email.
- Allocate and ensure the return of any loaned sports equipment.
- Manage vehicular access and parking for persons working or visiting the college.
- Respond to any telephone enquiries to the college.
- Issue conference and guest room keys out of office hours.
- Receive and distribute mail and parcels.

2. 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, car parks, grounds and external properties.
- Check college buildings to ensure they are secure overnight and problem solve any issues arising.
- Turn the lights off in any unused facilities.
- Respond to reports of any building insecurities.
- Open and secure key college gates and other access points in accordance with the relevant daily schedules.
- Safeguard keys and maintain records in relation to their issue and receipt.
- Monitor car parks on the main college site, external college properties and grounds by foot patrol and the use of CCTV systems.
- Ensure those persons using college premises or facilities have the relevant authority to do so.

3. 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.
- Assist with fire drills when required.
- Respond to emergencies, taking all necessary actions to ensure the safety of those involved in the incident.
- Liaise with the Emergency Services or any other relevant agency when there is concern about the welfare of a member of staff, student, Fellow or visitor to the college.
- Assess any individual who presents as a casualty and administer First Aid or ensure further medical referral as necessary.
- Monitor student behaviour, reporting breaches of the discipline code in accordance with the St John's College statutes.
- Complete Health and Safety incident/accident reports when required.
- Complete incident reports to relevant college staff concerning overnight issues of note involving students.
- Manage any issues of significant student intoxication by calling out student 'Helpers' or taking action to secure further medical diagnosis or intervention.

- Risk assess and manage any student welfare or mental health concerns liaising with the college Tutors or any other relevant agency.

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

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 customer-related environment (essential).
- Computer literate eg Microsoft Office, Outlook (essential).
- Hold a First Aid certificate, or be willing to undertake a course to obtain a certificate.
- Hold a Mental Health First Aid certificate, or be willing to undertake a course to obtain a certificate.
- Previous experience of working with, or supporting, young people (desirable).

Skills, Abilities and Competencies:

- Excellent customer service and communication skills, particularly in relation to young people.
- Good level of literacy and numeracy.
- Ability to work in a security related environment, whilst remaining sympathetic to the privacy of the members of the college.
- Use their own initiative to solve problems based on the available evidence.
- Work at times with the minimum of supervision.
- Make and implement sound decisions within established procedures.
- Use their initiative to take charge in an emergency.
- Get on well with a wide variety of people who have many different needs.
- Risk assess and deal with conflict situations.
- Risk assess and take proportionate action when dealing with people who may be in mental distress.
- Risk assess and deal with those who may be under the influence of drink or drugs.
- Project a friendly, helpful and professional image, whatever the circumstances.

Terms and Conditions

Length of post:	Permanent
Salary:	Between £28,797.34 – £31,239.04 p.a. (depending on experience)
Hours of work:	37.5 hours per week
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 30 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 private healthcare scheme currently provided by BUPA
- 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

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

to arrive no later than **9.00 am on 8 January 2024**. Interviews are expected to take place week commencing 15 January 2024.

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.