



**ST JOHN'S COLLEGE**  
**UNIVERSITY OF CAMBRIDGE**

## Further Particulars for the post of Head Porter

March 2025



## About the College

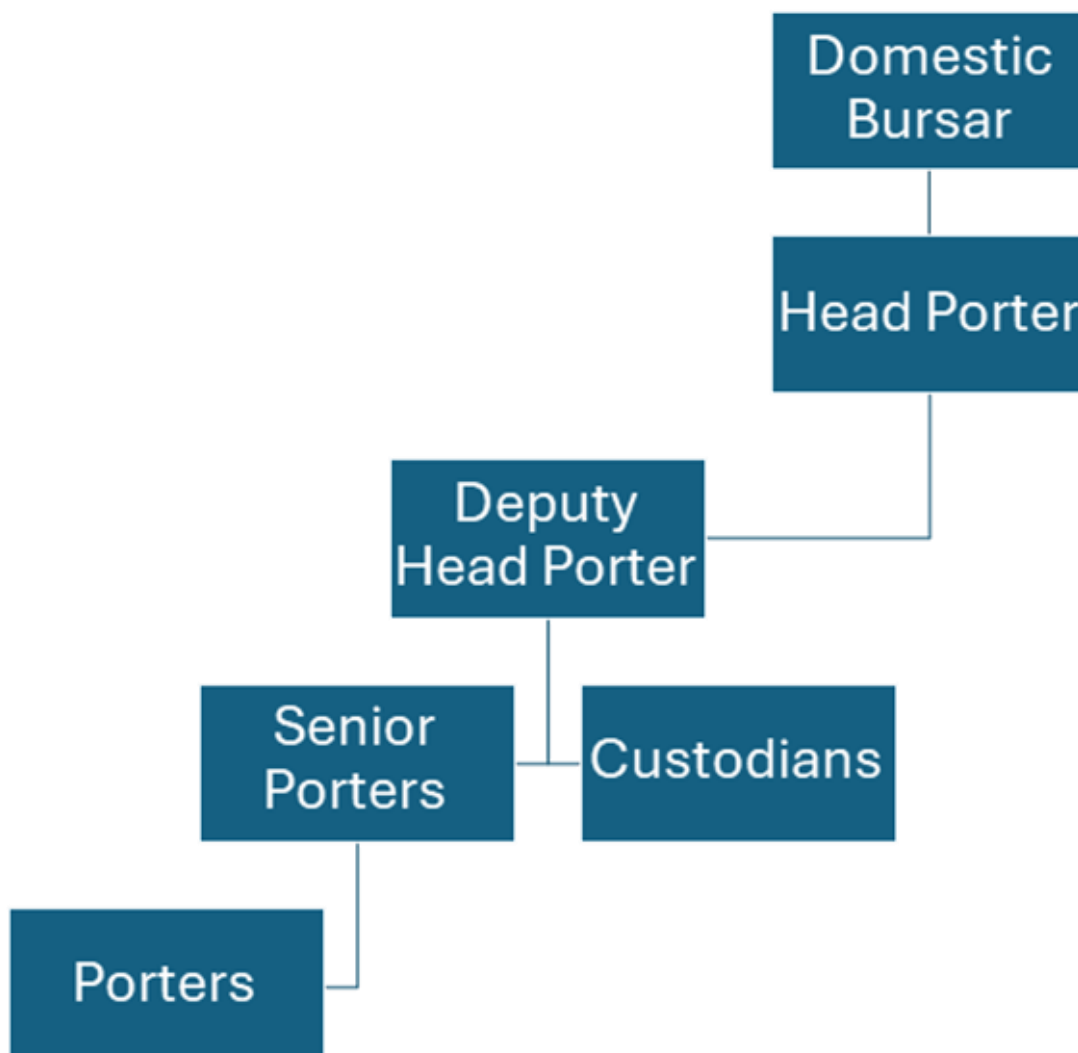
St. John's College is one of the largest of the University of Cambridge's 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John's has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about 250 staff.

The buildings and grounds of St John's are a magnificent environment in which to work, but it is the people of St John's who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John's on the College's website: [www.joh.cam.ac.uk](http://www.joh.cam.ac.uk).

## Porters Department

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

## Porters Department Organisational Chart





## Job Purpose

To lead the Porters team, providing a friendly, helpful and professional front of house service for the College whilst maintaining a safe and secure environment.

## Principal Responsibilities

Deliver excellent service to internal and external customers: students, academic and administrative staff, visitors and short and long-term guests of the college

- Establish a strong service-oriented culture
- Provide a visible and reassuring presence in the three Porters' Lodges and around the College
- Be in attendance at major College events and carry out ceremonial functions from time to time

Manage the staffing of the department (25 people) including recruitment, development and line management

- Lead the Porters and Custodians, managing, mentoring and motivating the team
- Organise staffing rotas to provide service 24 hours a day, 365 days a year
- Undertake Staff Development Reviews, ensuring staff have measurable objectives in place
- Develop key performance indicators for the department
- Own and maintain departmental policies and procedures

Prepare and manage the departmental budget c.£1.0m

- Forecast spending on staffing, non-staff costs, capital and non-capital expenditure as part of the annual budgeting process
- Manage departmental spending against the budget on an ongoing basis

Maintain good order among Junior Members and provide significant support around student welfare

- Make accurate and timely reports to the Dean of alleged breaches of College rules
- Undertake and assist with investigations as requested by the Dean
- Deal directly with minor breaches of College rules
- Work with the Catering and Hospitality Manager (Designated Premises Supervisor) to enforce good practice around alcohol management
- Work with the Senior Tutor and Senior College Nurse to support student wellbeing, noting that the Porters team provide a significant point of contact for students, particularly overnight
- Work with the Senior Tutor and Domestic Bursar to support compliance with PREVENT legislation

Take responsibility for the security of the College estate including the main site, car parks and outside properties

- Manage the effective operation of the CCTV system, ensuring compliance with the ICO Code of Practice
- Manage physical keys and access control cards for 1500 rooms across 185 buildings, including completing the installation of SALTO locks across the estate
- Investigate allegations of crime and liaise with the police as necessary
- Assess the security implications of major events planned in College, and provide advice. In particular, provide support to the student committee which organises the annual May Ball
- Provide expertise to inform the College's response to protest and occupation; plan and prepare accordingly
- Lead the front line response to a critical incident

Take responsibility for operational fire safety across the estate

- Line manage the Fire Safety Officer (Deputy Head Porter)
- Understand how the College complies with fire safety legislation and provide assurance that we are compliant in all operational areas including:
  - Firefighting equipment
  - Fire safety training and fire drills
  - Testing of our fire alarm systems
- Work with the Maintenance department who are responsible for building compliance (fire doors, emergency lighting etc)
- Work with the Health and Safety Manager on Fire Risk Assessment
- Lead our response in the event of a fire on site
- Oversee the fire risk management for the annual May Ball

Take responsibility for the health, safety and wellbeing of the Porters team, and undertake specific duties as part of the College's health and safety management arrangements

- Ensure the Porters can provide an effective front line first aid service to the College, including mental health first aid
- Record accidents, incidents and near misses across the estate, and investigate as requested by the Health & Safety Manager
- Working with the Health & Safety Manager, undertake analysis and suggest improvements
- Ensure Porters' activities have been risk-assessed, and method statements are in place for safe working
- Take a proactive approach to continuous improvement in HSW, following the principle of Plan, Do, Check, Act

- Assume the role of Event Safety Manager for the annual May Ball

Manage various other operational aspects of the College

- Tourism, noting this takes place only outside term time
- Post and parcels
- Parking enforcement
- Filming within College, working with the Head of Communications
- Access for other external organisations (group visits etc)
- Bicycle registration and management

Build and maintain positive and productive working relationships, inside and outside the College

- Collaborate closely with other departments, sharing information and supporting the strategic direction set by the Domestic Bursar and other College Officers
- Prepare reports for and attend meetings of relevant College committees
- Use the College's business systems to support collaborative working and information sharing, including Kinetics for event management and Teams/SharePoint
- Maintain a close working relationship with other Colleges, Cambridge University Security, the Emergency Services and other local agencies

The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Domestic Bursar.





## 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.

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> <li>• Proven operational experience in a similar environment, setting a culture of excellence and delivering consistently</li> <li>• Demonstrable leadership and people-management experience in a similar environment</li> <li>• Current knowledge of legislation across all relevant areas</li> <li>• Experience of working with young people</li> <li>• Experience of carrying out investigations</li> <li>• Confidence in using Teams, Sharepoint and ideally Kinectic software. Ability to extract and analyse data to inform strategic decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of setting and managing a departmental budget is desirable</li> <li>• Experience of governance and decision making in a similar environment to the College is desirable</li> <li>• Knowledge of computerised access control systems, ideally SALTO, is desirable</li> </ul>
Skills, Abilities and Competencies	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Clear decision-making and prioritisation of daily workloads in a fast-changing environment</li> <li>• Highly collaborative mindset</li> <li>• Able to work proactively and independently</li> <li>• Strong analytical and problem-solving skills</li> <li>• Confident to make decisions within agreed levels of authority whilst exercising judgement over when it is important to consult or refer</li> <li>• Able and confident to take charge in the event of a critical incident</li> <li>• Proactive approach and commitment to own professional development, and to the application of technology in service management</li> <li>• Ability to guide staff in the effective utilisation of Teams/Sharepoint, Kinetic and other relevant technologies</li> </ul>	

## Terms & Conditions

Post: Head Porter

Length of post: Permanent

Hours of work: 36.25 hours per week

Salary: Between £51,585 — £58,060 p.a. (depending on experience)

Location: The role is based at St John's College in Cambridge

Contractual benefits include:

- Membership of a Defined Contribution Pension Scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 32 working days (inclusive of Bank Holidays)

Other benefits include:

- A meal allowance (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

Read more about the benefits of working at [St John's](#).

The appointment will be subject to an initial probationary period of nine months during which the appointment may be terminated by one month's notice on either side. Following the successful completion of the probationary period, the period of notice is three months on either side.

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





## Recruitment Process

The deadline to apply is **9.00 am** on **Tuesday 22 April 2025**. Interviews are expected to be held during the week commencing **28 April 2025**.

Please include in your application:

- A fully completed application form
- A covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you
- A full and up to date c.v.

Applications should be sent:

by email to: [recruitment@joh.cam.ac.uk](mailto:recruitment@joh.cam.ac.uk)

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

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.

**Porters Department  
St John's College  
Cambridge CB2 1TP  
United Kingdom**

Registered charity number 1137428



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