

Newnham College Job Description



Job Title:	Night Porter
Reporting to:	Head Porter
Significant working relationships:	Team in the Porters' Lodge, Fellows, staff and students, conference and B&B guests and all visitors to the College
Place of work:	Newnham College and associated properties
Salary:	Spine point 31 on the University's single pay spine, currently £27,181 per annum, (full time equivalent). Actual salary pro rata £25,369 per annum.
Hours:	Average of 35 hours per week worked on a shift pattern (full-time is 37,5 hours per week). Working pattern: 4 x 10 hours shift followed by 4 days and nights off.
Holidays:	23 shifts per annum which is the equivalent, pro rata, of 33 days per annum (including bank holidays).
Pension:	The College offers membership of USS (Universities Superannuation Scheme), with a current employer contribution rate of 14.5%.
General terms and conditions:	This post is subject to proof of the right to work in the UK and governed by the provisions in College staff handbook, policies and procedures which may change from time to time. Confirmation in post is subject to satisfactory references and the successful completion of a 6-month probationary period, after which the notice period is 1 month.
Other:	An enhanced Disclosure and Barring Service (DBS) check which is satisfactory to the College is a requirement for this post.
Main Purpose of Role/Overview:	
<p>The Porters' Lodge is traditionally a focal point for information and assistance for Fellows, students, staff, and all other visitors including conference and B&B guests and contractors. It acts as a hub for the College, providing an efficient and effective front reception, welcoming people to the College, helping them with their enquiries and overseeing security, fire safety and general health and safety on 24 hours a day, 365 days a year basis. This post will join the team in the Porters' Lodge working a dedicated night shift on a rotating pattern of 10 hour-shifts. Flexibility will be required to cover for sickness and holidays. The College has double team working at night.</p>	

Main duties and responsibilities

- Welcoming students and visitors to the College and ensuring that all enquiries are dealt with as quickly, efficiently and courteously as possible.
- Checking Fellows, students and visitors in out of allocated rooms using the College's booking systems.
- Handling sensitive and confidential information in an appropriate way and running reports as required.
- Handling financial transactions undertaken by the Lodge including, payments for guest accommodation.
- Recognising Fellows and students of the College, by sight and name.
- Dealing efficiently with lost and found property.
- Hoisting and lowering the flag when required.
- Providing holiday and/or sickness cover where necessary
- Operating a taxi booking service including an emergency taxi scheme for students.
- Managing visitor car park bookings and maintaining cycle and vehicle registrations.
- Working with other College departments to ensure any issues are dealt with effectively.
- Completing any reports or work left by the day team
- Ensuring a thorough handover at the end of each shift.

Security, Fire Precautions, Health and Safety Duties

- Maintaining a calm manner at all times and defusing any situations that may arise.
- Carrying out all routine fire, safety and security precautions and checks as instructed.
- Responding discreetly and efficiently to requests to carry out welfare checks.
- Issuing and receiving keys and ensuring tight security over keys and access to rooms and parts of the building, more generally.
- Locking and unlocking the doors and gates on the College perimeter.
- Patrolling the College with a radio link to the Porters' Lodge.
- Monitoring the alarm, access control and CCTV systems.
- Conducting the weekly fire alarm tests as directed by the College Fire Officer

- Provide First Aid response as required (which might include using a defibrillator or assisting with inhalers or adrenaline auto-injectors such as EpiPens).
- Maintaining and updating the Fire Grab packs situated around the College site as directed.
- Dealing promptly and taking appropriate action in the event of any breach of security or incident, and being the initial point of contact for the emergency services where relevant
- Keeping the Head Porter/Senior Porters and relevant authorities informed and calling the emergency services as necessary.
- Maintenance and repair of SALTO locks / database.
- Reconcile the keys on a nightly basis, updating the log as appropriate and highlighting where keys have not been returned.
- Checking the battery status of the defibrillator once a week (usually a Sunday night) and keep the log up to date. Report any issues to the Head Porter.

General

- To take part in the College's annual workplace discussion (appraisal scheme) and to undertake training as required.
- To be responsible for one's own health and safety in the workplace.
- To comply fully with all the College's policies including health and safety, equal opportunities and data protection.
- To undertake any other reasonable request or duties, commensurate with this post.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all are expected to work collaboratively to support the overall work of the College.

Person Specification	Essential	Desirable
Qualifications, experience and background	<ul style="list-style-type: none"> • Experience of working in any service-based industry or sector where a strong customer focus and high degree of professionalism are key • First aider or willingness to train • Willingness to become a Mental Health First Aider and undergo Neurodiversity training 	<ul style="list-style-type: none"> • 5 GCSEs or equivalent, including Maths and English • Experience working with young people or in an education/campus environment • Experience of working in the security or hospitality sectors
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> • Strong communication and influencing skills • Computer literate with Microsoft Office skills including Word, Outlook and Excel • Sound written and numerical skills • Excellent organisational and prioritisation skills 	<ul style="list-style-type: none"> • Knowledge of SALTO • Knowledge of the Kinetics software system
Personal attributes	<ul style="list-style-type: none"> • A willingness to work flexibly within a fast changing environment • Ability to take instructions and then act appropriately on them • Courteous, diplomatic and discrete • Confidence to act on own initiative when the circumstances require it • Helpful and friendly approach • Ability to work calmly and accurately under pressure • Smart and well presented • Ability to work well as part of a team and using own initiative 	

