Sidney Sussex College
Cambridge

Head Porter
Further Particulars

JOB TITLE: Head Porter

GRADE & SALARY: Salary is point 38 of the University’s Single Salary Spine (£26,523 pa). A shift allowance will be paid when appropriate.

HEAD OF DEPARTMENT: The Domus Bursar

REPORTING TO: The Senior Bursar

HOURS: Full Time, 40 hours per week. Flexibility will be required to accommodate some shift and weekend duties.

HOLIDAY ENTITLEMENT: 33 days (inclusive of Public Holidays)

LOCATION: Sidney Sussex College

JOB SUMMARY: The Head Porter’s principal responsibilities include management of the Porters’ Lodge, reception, fire safety, security and student welfare.
The College
Sidney Sussex College was founded in 1596 and is, therefore, one of the traditional Cambridge Colleges. While we may be old in terms of our foundation, we are a forward-looking College enjoying excellent facilities in a very attractive central Cambridge location and with a strong sense of community for all who work or study here.

Sidney Sussex is one of the smaller Colleges, with some 330 undergraduate students and approximately 190 graduate students. This small size contributes towards the community spirit we enjoy. The College has about 70 Fellows (i.e. academic staff), of whom about 20 are retired or honorary Fellows, and about 85 staff.

The Head Porter is based in the Porter’s Lodge with responsibility for the supervision of a Deputy Head Porter, 4 full-time Porters, a part-time porter and a relief porter. The team is well integrated and works harmoniously with other departments. Its smooth operation is vital to the effective function of the College.
Key responsibilities of the Head Porter

The key responsibilities of the Head Porter are to manage the Porters’ Lodge and provide effective reception, fire safety, security and student welfare services to the College. These services are provided to Fellows, students, staff, visitors and members of the public.

Specific tasks include:

Management of the Porters’ Lodge
- Direct and supervise all Porters employed in the Lodge to ensure that Fellows, students, staff, visitors and members of the public are received and assisted in a pleasant, responsive and professional manner at all times.
- Controlling the processes and procedures for dealing with out-of-hours emergencies.
- Ensuring clear and timely communication within the Lodge on internal and external issues.

Administration
- Producing and agreeing an annual staffing plan with the Domus Bursar, ensuring that the Porters Lodge is manned 24 hours a day, 7 days a week throughout the year.
- Conducting annual PDRs for all Porters including a review of training and other needs.
- Updating Porter’s job descriptions to reflect new and improved working practices as they are developed.
- Distribution of mail within the College.
- Managing the College’s telephone switchboard and relaying calls as required.
- Updating College information at the start of each academic year including the production of name labels, hall sheets, labelling pigeon holes, and updating key codes and card data.
- Monitoring expenditure relating to the Porters’ Lodge to ensure a cost effective service.

Reception Service
- Work co-operatively with other departments to ensure that hospitality services are delivered in a smooth and efficient manner.
- Ensure that all Porters are proficient in the operation of the Kinetics system working in conjunction with the Housekeeping Manager and Conference Manager.
- Ensure all Porters are proficient in the use of till and credit/debit card systems.

Fire Prevention / Health & Safety
- Ensuring compliance with all legal requirements for Fire Safety including the maintenance of relevant documentation.
- Producing and updating Fire Risk Assessments for all College facilities.
- Implementing and documenting a schedule of fire evacuation tests in conjunction with the Domus Bursar.
- Undertaking an annual service inspection of Fire Fighting Equipment in all College properties.
• Implementing and documenting a system of weekly fire alarm and emergency lighting tests for all College properties, in conjunction with the Maintenance Manager.
• Ensuring the appointment and training of Fire Marshalls, Wardens and Monitors.
• Acting as a first-aider (qualification within 3 months of appointment).
• Undertaking health and safety risk assessments for the Porters Lodge and associated facilities to ensure compliance with all relevant legislation.
• Ensuring that all accidents within College are recorded and reported.
• Preparing relevant reports for the Health & Safety Committee.

College Security
• Liaison with the Police, CAMBAC and other crime prevention agencies. Reporting any criminal incidents to the relevant authority.
• Ensure a prompt response by Porters to security incidents in the College facilities and grounds.
• Monitoring and maintenance of CCTV, intruder alarms and car park entry/exit systems and ensuring that all Porters are proficient in their operation.
• Ensuring an efficient process for locking/unlocking and securing College Buildings at the designated times and ensuring that Porters patrol premises and grounds of the College.
• Implementing procedures for the proper organisation, monitoring, issue and return of all College keys. Advising on matters relating to College and Hostel locks.
• Ensuring that all bicycles brought into College are registered and properly stored. Any unwanted or abandoned bicycles are to be removed.
• Implementing the College’s car parking policy in conjunction with the Domus Bursar.

Welfare of Students
• Liaison with the Senior Tutor on matters relating to the welfare and pastoral care of students.
• Giving guidance and direction where necessary and ensuring that all incidents concerning student welfare and discipline are reported to College Officers at the earliest opportunity.

Other Duties
• Undertaking additional duties as required by the Domus Bursar or Senior Bursar.

The College is an equal opportunities employer.