



# Murray Edwards College

University of Cambridge

## Job Description

<b>Job title:</b>	Head Porter
<b>Department:</b>	Porters' Lodge
<b>Purpose of the role:</b>	To manage an effective Porters' Lodge, delivering an efficient, first-class, professional front of house service for members of and visitors to the College, ensuring the College is safe, secure and supports the College's operations including the welfare of students
<b>Reporting to:</b>	Director of Operations
<b>Reporting to the post holder:</b>	Deputy Head Porter, , College Porters (permanent and casual).
<b>Financial responsibility</b>	A departmental budget of approximately £300k
<b>Hours:</b>	37.5 per week
<b>Salary Band:</b>	Band 4
<b>DBS check required?</b>	Yes

## Introduction

Murray Edwards College is a unique, welcoming and diverse College for women. The Porters' Lodge is the public face of the College and is one of the primary interfaces within the College community. It plays a defining and, in some ways, ambassadorial role for the good reputation and running of the College. It operates 24 hours a day, 365 days a year. It is there to protect the safety and security of our College community, the Art Collection, the buildings and grounds. It provides an important liaison role and hub for day-to-day communications and special events within and outside the College and supports the welfare of the students, Fellows and staff. It responds to and deals with emergencies and the unexpected.

The Head Porter's role manages the effective and efficient running of the lodge and its staff. As such, the Head Porter is a high-profile member of the College community and will often be seen as the face of the College for many visitors, Conference guests and others. It is important that the post-holder is entirely trustworthy and reliable, has excellent judgement, strong inter-personal relations, high personal standards and is able to demonstrate sensitivity, tact and discretion at all times.

*The three key outcomes for the holder of this post are a safe and secure College, a welcoming and well-run Porters' Lodge and effective staff leadership and management. The successful candidate will be a passionate believer in diversity and inclusion, with a total commitment to safety and security.*

## Duties and responsibilities:

### Safety and Security

- Responsible for managing the security of the College premises and adjacent properties. The Lodge holds all keys and security codes and deals with break-ins, fire alarms, lost property, disturbances, and intruders.
- Manage the issuing of keys and access fobs to staff, students, delegates and visitors ensuring a robust and logical system is in place

- Ensure the effective operation and correct use of the College CCTV system in line with College policy.
- Ensure arrangements are in place for monitoring appropriate student behaviours at student functions, such as Formal Halls and Society dinners.
- Deal professionally and appropriately with occasional awkward or unwelcome visitors.
- Be fully conversant with and play a key role in the College's Business continuity plan, and ensure that your team is confident in their respective areas of responsibility and required responses
- In conjunction with the Tutorial Office, Tutors and the Senior Tutor, ensure that all cases of illness and injury to members of the College, including mental health emergencies, are dealt with promptly and medical services are involved where necessary
- Undertake regular reviews of the Health and Safety risk assessments of the Porters' Lodge, ensuring compliance.
- Attend and support the Health and Safety Committee, making recommendations as and where applicable.
- Maintain out of hours welfare provisions in the Porters' Lodge, working with the Tutorial Department and Senior Tutor where applicable.
- Ensure an on-call provision is in place at the Lodge to support the team.
- Ensure that all Porters undergo training in the "Prevent duty" under anti-terrorism legislation applying to higher education institutions.
- Ensure that all Porters undertake First Aid Training and that this is kept up to date.
- Manage car parking and bike registration scheme in line with College Policy and ensuring that all incidents are appropriately reported and recorded.

### **Front of House/Reception**

- Ensure that all Porters provide a friendly, professional and courteous welcome to all guests and visitors to the College, either in person or via other methods of communication, thus creating a, helpful and informative point of contact for all enquirers at all times.
- Foster a friendly, compassionate and sensitive environment with a clear culture of helpfulness and support for all members of the College, particularly the student members of the College.
- Ensure that the Porters Lodge is staffed 24hrs per day, 365 days per year, flexing these rotas to account for key events and peak activities.
- Ensure an efficient incoming and outgoing service for internal and external mail and parcels.

### **Staff Management**

- Effectively lead the operations of the Lodge, offering guidance and support to the Deputy Head Porter and the wider Porter Team to maintain high standards of customer service and professionalism at all times from the whole team.
- Coach and develop the Deputy Head Porter in their role and support them to develop others in the team.
- Ensure that Standard Operating Procedures are in place for all Porters Lodge activities and that these are reviewed regularly and all Porters are always fully compliant
- Oversee the recruitment and selection of new permanent and casual staff in coordination with Human Resources according to College procedures.
- Oversee the induction of new staff, ensuring that they are well-supported and effectively trained in all necessary areas of the Lodge operations.
- Foster a culture of effective teamwork both amongst the lodge staff and the wider College team.
- Oversee the ongoing training and development of the team, including refreshers of all compliance-related training, and monitor the completion of e-learning courses assigned to team-members.
- Ensure that Porters are trained in College equality, diversity and inclusion (EDI) policies and implement sound EDI practices.

- Conduct probation reviews and annual appraisals and set objectives for your team that contribute to the department objectives and overall College strategy.

### **Fire Management**

- Act as 'Fire Safety Manager' and be responsible for the safe and effective management of the College's Fire Safety Management, including systems, contractor repairs and upgrades as and when required and support to the Director of Operations in ensuring the College is compliant in all aspects of fire procedures and general management and carrying out all necessary fire procedures within the College.
- Review and report on the current fire management system, highlighting good practice whilst also reviewing areas of non-compliance or potential issues that may impact our fire management policy.
- Review and manage the MEC fire policy ensuring we are compliant and working within all relevant legislation in the regulatory reform (Fire Safety 2005 and the January 2022 Fire Safety Regulations).
- Refresh and review the web-based information on fire management to support the day-to-day functions of the College by all students, staff, fellows and visitors.
- Undertake a review of our fire strategy and College procedures with regards to our fire safety and make and submit changes where applicable.
- Review and make a detailed report of our fire risk assessments, activations and incidents, working with our current contractors for our fire alarms and activation systems and action any/all practicable improvements.
- Ensure that the appropriate Personal Emergency Evacuation Plans are in place for students, Fellows, staff and visitors at all times
- Undertake detailed presentations of all fire and safety management to Students during Freshers Week.
- Undertake annual presentations to staff related to fire and safety management actions so colleagues and Fellows have an understanding of evacuation plans, responsibilities and related actions

### **Finance**

- Prepare a proposed annual budget for consideration by the Bursar and Finance Committee.
- Tendering for contracts related to Lodge operations.
- Monitor department expenditure, signing off invoices , and ensuring that your department remains within budget.
- Oversee team financial responsibilities and controls, including use of PDQs, accurately recording and auditing transactions made at the Porters' Lodge. Monitor and proactively manage payroll spend throughout the year.

### **Other duties**

- Liaise with the Head of Tutorial Office and the Head of Wellbeing on matters of student welfare, ensuring there are robust procedures in place to support students.
- Support the College's sustainability and environmentally friendly initiatives and working practices, particularly considering how to apply these within the Porters' Lodge.
- Perform ceremonial duties within College and as part of the College's role within the University.
- Maintain the utmost discretion, sensitivity and confidentiality in all matters

The Head Porter undertakes any other duties as reasonably required by the College from time to time.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>		First Aid qualifications Health & Safety training, in particular fire safety Security qualifications Customer service qualifications
<b>Skills, knowledge, experience</b>	<p>Experience of managing safety and security of premises in a significant role</p> <p>Experience of managing in a front facing/ service-oriented role</p> <p>Experience of implementing and maintaining professional and high standards in key areas of the role</p> <p>Experience of continuous improvement in service delivery</p> <p>Highly developed planning and organisational skills</p> <p>Ability to write, correspond and communicate clearly with the College community (Senior Tutor, Dean, students, etc.)</p> <p>Able to develop and maintain good working relationships with all users of the College facilities - including other Colleges and parts of the university, the commercial users of the college (predominantly during the vacations)</p> <p>Substantive staff management experience, managing a variety of people in an often busy environment.</p> <p>Ability to deal professionally with unwanted visitors or other difficult situations, exercising good personal judgement as necessary.</p> <p>Excellent interpersonal skills.</p>	<p>Experience of working in a Porters' Lodge</p> <p>An understanding of Prevent Duty 2023 and Terrorism (Protection of Premises) Act 2025 legislation</p> <p>Experience of working with computerised booking systems.</p>
<b>Personal attributes</b>	<p>Driven, self-motivated, substantive manager</p> <p>Well-presented and smart at all times</p> <p>Calm, diplomatic and resilient. Composed and good judgement under pressure or in an emergency</p> <p>Awareness and sensitivity to different cultures and languages.</p>	