


## JOB DESCRIPTION

Job Title: Night Porter	Post Holder:
<p>Reporting To: Head Porter</p>  <pre> graph TD     HP[Head Porter] --- NP[Night Porter]   </pre>	
<p><b>Main Purpose Of Role/Overview:</b></p> <p>To meet and greet all visitors, conference guests and delegates, assist students where required, carry out security patrols of the grounds and building and maintain a log of visitors.</p>	
<p><b>Main Responsibilities and Duties:</b></p> <p><u>Reception</u></p> <ol style="list-style-type: none"> <li>1. Meet and greet all visitors and members of the college in a polite, friendly and professional manner.</li> <li>2. Complete relevant visitor forms and ensure all enquiries are dealt with as quickly, efficiently and courteously as possible. Issue visitor passes and keys to conference delegates in a timely manner.</li> <li>3. Complete the Contractor register as appropriate.</li> <li>4. Maintain the college switchboard.</li> <li>5. Receive and distribute incoming mail and other items, plus large mailings out when required, including the maintenance of pigeon holes for Fellows, students and staff.</li> <li>6. Take payments for items and merchandise and record appropriately.</li> <li>7. Adhere to and maintain procedures manual.</li> <li>8. Organise University publicity material for events as appropriate and the distribution of newspapers and periodicals.</li> </ol>	



9. Assist in monthly meter readings at off-site houses in accordance with procedure.
10. Assist with snow clearance (as needed) and ensure college grounds are made as safe as possible.
11. Record and monitor the system of storage in Oldham Hall and Warburton.
12. Assist with the interview process for potential new students, by way of welcoming them and guiding them through the day.
13. Setting up rooms for conferences and meetings.
14. Maintain the stock of College bicycles for loan.

### **Fire Safety and Security**

15. To operate and monitor the CCTV system as necessary.
16. To operate the security and fire alarm systems. Monitor the alarm, access control and CCTV systems and be fully conversant with the operation of fire panels and Chubb security system.
17. Assist with the fire safety checks in accordance with schedules or as required by management.
18. Regular patrols of the grounds, buildings, and car park. Deal with breaches of security promptly, reporting and logging such incidents and where necessary informing relevant authorities.
19. Incident reporting.
20. Deal effectively with lost and found property.
21. Control the issue and recording of door access cards and keys to authorised personnel.
22. Maintain a system of car parking permits for members of college and visitors, and management of car parking as appropriate. Maintain a written log of checks and carry out any further actions.
23. Maintain bicycle registration.
24. To be trained in First Aid and Fire Warden duties. Ensure all accidents and illnesses are dealt with promptly and appropriately and to inform Tutors when necessary. Ensure all accidents are recorded.
25. Work unsupervised at other sites operated by the College, as required.

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



**Significant Internal/External Relationships:**

Students, Fellows, staff, alumni, conference delegates, contractors, guests, other Porters' Lodges, University security teams and members of the public.

**Date Prepared :**

**Agreed By Manager :**

**By Whom :**

**Agreed By Post Holder :**



## Person Specification

### NIGHT PORTER

	ESSENTIAL	DESIRABLE
Qualifications, Experience and Background	<ul style="list-style-type: none"> <li>• Solid educational background</li> <li>• Checkable work history</li> <li>• Previous experience of working in customer facing role</li> <li>• Basic DBS check</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work in a similar environment at a College or reception</li> </ul>
Specific Knowledge/Skills (Technical)	<ul style="list-style-type: none"> <li>• Previous First Aid experience</li> <li>• Fire training experience</li> <li>• Good IT skills</li> <li>• Working knowledge of security and safety issues</li> <li>• Ability to complete basic reports</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Qualification</li> <li>• Fire Training Awareness Certificate</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Professional, helpful, friendly and of smart appearance</li> <li>• Understand importance of excellent customer service and first impressions</li> <li>• Good time management skills</li> <li>• Professional and business-like approach, able to represent the college positively</li> <li>• Thoroughness and attention to detail, common sense and adaptability</li> <li>• Willingness to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service training</li> </ul>
Team And Management Skills	<ul style="list-style-type: none"> <li>• Adaptable, able to work on own initiative as well as part of a team</li> <li>• Strong interpersonal skills</li> <li>• Friendly approach and high levels of customer service</li> <li>• Willingness to work in a small team</li> <li>• Be prepared to attend appropriate training courses</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Flexible approach to working hours and tasks</li> </ul>	