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# PETERHOUSE

# CAMBRIDGE, CB2 1RD

# Job Description

**Job Title:** Gate Porter

**Department:** Porters’ Lodge

**Hours:** On average, around 38 hours per week

**Responsible to:** The Head Porter

**Communication with:** Students, Fellows, staff, college visitors

**About Peterhouse**

Peterhouse is the oldest College in Cambridge (founded in 1284) and is also among the smallest. The College provides accommodation for almost all its Junior Members either on or near the main College site; a significant proportion of the Fellowship also live in. The College is, therefore, characterised by a greater degree of regular interaction between Senior and Junior Members than is the case in some larger Colleges. It is a vibrant community, with many active clubs and societies, and a strong tradition of table fellowship. Peterhouse, founded in 1284, is the oldest of the Cambridge Colleges. It has a student body of around 457 (286 undergraduates and 171 graduates) and academic and administrative staff numbering approximately 70. Peterhouse is situated in Trumpington Street in Central Cambridge

**Nature of the Post**

The key front line position of Gate Porter supports the needs of students and staff as well as the academic and communal life of Peterhouse, through the provision of a safe and well-ordered environment in a friendly and effective manner. There are sixGate Porters who report to the Head Porter.

**Duties & Responsibilities**

* to maintain the smooth running of the Porter’s Lodge and ensure that routine business is conducted effectively and that College policies are observed at all times;
* to maintain high levels of security for College Members on College sites, including regular patrols and offering relevant advice;
* to report breaches of security and accidents promptly, keeping the College and other authorities informed, and ensuring that all such incidents are recorded as necessary;
* to patrol car parks, bicycle racks and sheds regularly, and report any unauthorised vehicles and machines;
* to issue, record and acknowledge return of all keys and to ensure that only authorised persons have access to them; to ensure that duplicate and master keys are kept in secure conditions at all times; to report any loss or compromise of keys immediately;
* to ensure that accidents and illness on site are dealt with promptly and appropriately; to ensure records are kept of all accidents notified to the Porters and those involved in welfare;
* to ensure that the after-hours emergency procedures are implemented effectively;
* to ensure that management of the College’s telephone switchboard is courteous, and efficient of the time of the callers and other persons working in the College;
* to fly the College flag as required
* to ensure that mail is quickly and efficiently distributed and will see that confidential mail is kept in secure conditions;
* to ensure that students are offered assistance and guidance in day-to-day practical College matters;
* to assist in ensuring high-quality reception arrangements for conferences are in place and that every assistance is given to conference guests;
* to maintain a courteous relationship with the public, including overseas tourists, and to exercise discretion over access to the College;
* to be contactable in case of emergency and if necessary to be on duty on any important or demanding occasions, such as College Feasts and major functions;
* to record items requiring maintenance attention, and to ensure that emergency procedures for out-of-hours maintenance are efficiently implemented;
* Gate Porters are expected to adhere to a Code of Conduct.
* to undertake such other relevant duties as may be determined by the Head Porter or Senior Bursar from time to time.

***Person Specification***

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|  | **Essential** | **Desirable** |
| **Education & professional qualifications** | * Educated to GCSE level with sound written and numerical skills
* First Aid Certificate, or must be willing to be trained
 | * Experience of an educational establishment or campus environment would be an advantage
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| **Experience – type and depth of experience required to do the job:** | * experience in a front-line customer-service environment
* some knowledge of Fire, COSHH and Health and Safety best practice
 | * Experience of being part of a culture of excellent service delivery
* Working in a similar role in a service delivery environment
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| **Special** **aptitudes****required**  | * Excellent judgement and personal composure, including when under pressure or in an emergency
* Awareness of and sensitivity to welfare issues relating to a diverse and international community
* Strong team player and maintaining the close-knit team ethos within the Porter’s Lodge.
* Good communication skills and an ability to deal confidently with a diverse range of people
* The ability to prioritise work
* Commitment to continuous improvement of service levels
* An interest in working with young adults
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| **Personal****qualities** | * Absolutely reliable and trustworthy
* Good inter-personal relations
* Sensitivity, tact and discretion
* Approachable, with a strong customer service ethic
* Professional and friendly manner, able to act as the face of the College to the outside world
* An interest in and commitment to the College and its educational mission
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**Hours and Salary**

The salary for the post is £25,556 per annum (point 25 on the Peterhouse scale).

The hours of work are, on average 38 hours per weekworked within a 24-hour shift system 7 days per week.

**Additional Benefits & Information**

**You will enjoy:**

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| * **Car parking, subject to availability**.
* The holiday entitlement is 25 days plus 8 bank and public holidays.
* The College offers an auto-enrolled pension scheme to eligible employees, after 3 months’ completed service. The scheme is the Cambridge Colleges Group Personal Pension Scheme (CCGPPS) with Aviva.
* Lunch is provided free of charge when on duty over lunchtime and when the College kitchens are open.
* Use of College gym after induction
* The College offers a medical cashback scheme to staff.
* Staff discount scheme
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#### **Health and Safety**

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work. The College operates a non-smoking policy; smoking is only permitted in the designated smoking areas and during official breaks.

**The closing date for applications is 8.00am Monday 12th June 2023**

**Completed applications should be returned to:** The Human Resources Manager, at:hr@pet.cam.ac.uk