



DOWNING COLLEGE CAMBRIDGE

Casual Relief Porters (Porters' Lodge)

£8.52 per hour plus holiday pay

About Downing College

Founded in 1800, Downing College in the University of Cambridge has a unique and magnificent setting among twenty acres of lawns and trees, yet is located close to the centre of Cambridge. The open landscape has a superb collection of neo-classical buildings from the nineteenth, twentieth and twenty-first centuries. Those living and working in Downing enjoy a beautiful environment unique in Cambridge in its spaciousness.

The College is composed of approximately 50 Fellows and 165 non-academic staff and its aim is to help all students to develop their academic ability and personal potential during their time here. We pride ourselves on being a friendly and informal community for Fellows, staff and students alike. Set within this expansive and beautiful landscape, Downing also has a thriving conference business and provides customers with a choice of superior conference, meeting and theatre facilities.

Details of the role

The role of Relief Porter is aimed towards those interested in working alongside the Porters when emergency cover is required in the Porters' Lodge. The role is a casual post and applications are invited from candidates who are willing to work night shifts and weekends, and have the flexibility to work at very short notice. Basic training will be given alongside an hourly rate of £8.52 plus 1.03p holiday pay.

Purpose of the role:

To assist the Head Porter in ensuring the provision of effective and efficient reception, telephone communication, mail delivery, and security services for the College.

Accountabilities:

- 1. Providing a friendly and professional service to all those who visit or contact Downing College Porters' Lodge:**
 - Meeting, welcoming, and assisting all visitors in a timely, efficient, and helpful manner.
 - Relaying messages via the telephone or through the use of pigeon holes.
 - Assisting in the allocation of guest rooms by issuing, receiving, and checking keys.
 - Alerting the Housekeeper to late bookings, changes to bookings and additional guest arrangements as relevant.
 - Reporting all complaints to the Head Porter or Deputy Head Porter immediately.

- 2. Ensuring the security of College buildings, grounds and gates by:**

- Patrolling the premises as required and as specifically directed by the Head Porter and Deputy Head Porter
 - Reporting of any damage or defects about the Domus to the Buildings Manager
 - Maintaining optimal operation of the CCTV system at all times and acting upon information obtained.
 - Developing, maintaining awareness of, and administering necessary emergency duties in cases of fire, accident, or illness, including administering first aid to students, Fellows, staff and visitors.
- 3. Accurate record keeping and mail handling, including:**
- Supervising the College car parking areas as necessary, including the issue of appropriate car park badges for visitors and maintaining records.
 - Timely and accurate collection and delivery of external and internal mail to various College locations.
 - Ensuring that off-site mail is franked and dispatched as appropriate.
 - Ensuring that all students and overnight staying visitors are checked in and out on the KX bookings system.
 - Checking, updating and maintaining computerised and administrative records as required by the Head Porter.
- 4. Working as an effective team member of the Porters' Lodge:**
- Ensuring the overlap and timely hand over of duties and responsibilities commensurate with the post, as directed by the Head Porter and Deputy Head Porter.
 - Monitoring email messages regularly, including when out of the office through the College's webmail service, in case of emergency messages and important updates from the Head Porter.
 - Undertaking other related duties that arise due to the nature and character of the post.

Application Process

To apply for this position, please submit your CV and cover letter to the Porters' Lodge for the attention of Human Resources, or via email (below) by **5pm on Monday 27 March 2017**.

Please note that this role may be subject to an enhanced level Disclosure through the Disclosure and Barring Scheme (DBS).

For further information or queries, please contact:

The HR Office

email: hr@dow.cam.ac.uk

tel: 01223 334820 or 01223 334848

Downing College
Cambridge
CB2 1DQ