

## Porter Job Description

**Responsible to:** Head Porter

**Purpose of Job:** The Porter's Lodge provides a welcoming and comprehensive Porterage service. This position is expected to be aware of operations and deliver an efficient service.

**Hours of work:** Casual. Flexibility is required and the post holder must be available to provide Porterage support for a number of College evening and weekend functions throughout the year and be available for work during such times as the Christmas and New Year period.

### Duties & Responsibilities:

#### Porter Reception Service

- Receiving all callers to the Lodge; staff, fellows, students, guests and tourists and responding to all enquiries quickly and efficiently.
- Liaising with other departments, fellows, students, conference guests and visitors in order to maintain high standards and to present a courteous and efficient hospitality service.
- Answering and redirecting calls as required and taking messages/emails as required.
- General administration and maintenance of lodge registers, diaries and logs.
- Using the computer systems to access conference Kinetics system to ensure visitor requests and bookings are correct.
- Labelling of pigeonholes and liaising with the maintenance department for other areas as required.
- Sort incoming and outgoing mail and distribute as required.
- Providing courier services to customers as required.

#### Security

- Controlling and recording issues ensuring keys etc, are stored securely.
- Operating the intruder alarm system, secure buildings and to respond to any fire/intruder alarms in accordance with laid down procedures.
- Monitoring CCTV cameras.

#### Health and Safety

- Carrying out Fire patrols around College premises.
- Investigating any alarms received and to inspect the area for danger. To assist the Fire Service if required or reset systems as necessary.
- Monitoring that the accident book and desk diary are kept up to date.
- Reporting Health and Safety issues as appropriate.

#### Student welfare

- Supporting College expectations around student behaviour and welfare support, reporting issues to the appropriate responsible person.

This job description is not an exhaustive list of duties and there may be other tasks delegated to the post holder.

## Person Specification

	Essential Criteria	Desirable Criteria
<b>Training/ Qualifications</b>	<ul style="list-style-type: none"> <li>• Experience with computer systems (email and Microsoft Office software)</li> <li>• First Aid trained</li> <li>• Experience or willing to engage in professional development training</li> </ul>	Customer service trained
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a public/customer facing position</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills with the ability to flex the approach depending on audience</li> <li>• Demonstrated ability to identify problems and to develop and implement solutions</li> </ul>	
<b>Personal Qualities/ Attributes</b>	<ul style="list-style-type: none"> <li>• Courteous friendly attitude with a demonstrated ability to provide customer care and service and to respect confidential matters</li> <li>• Flexibility and willingness to changes within the workplace and facilitating the implementation of new ways of working and ideas</li> <li>• Mature attitude with the ability to exercise firm but caring control of students and to exercise supervision of team colleagues</li> </ul>	
<b>Physical/Special Requirements</b>	<ul style="list-style-type: none"> <li>• This is a physical post that requires a good standard of general fitness</li> <li>• Work within the Lodge requires standing when carrying out counter service activities</li> <li>• Work external to the Lodge involves mail deliveries and fire/security patrols. All these duties involve the climbing of flights of stairs at regular intervals. Investigation of alarms requires the ability to move rapidly between buildings and floors at pace</li> </ul>	