



TRINITY  
HALL  
CAMBRIDGE

## **JOB DESCRIPTION**

Job title:	Shift Porter
Responsible to:	Head Porter
Location:	Based across three College Sites (Central, Wychfield and Wyng Gardens)
Hours of Work:	37.5 hours per week worked on a shift pattern comprising night duties, and could be expected to carry out additional shifts as directed
Objective:	To support the Head Porter and ensure an effective front-of-house services to staff, students, Fellows and visitors
Experience:	Able to evidence interaction with a wide cross section of the public in a service-based environment or the equivalent

### **Main Duties and Responsibilities**

- Assisting with the preparation and execution of internal and external events, main duties will include:
- You will be expected to ensure that contact with all visitors, students, staff and Fellows is conducted with courtesy, professionalism and respect at all times
- To maintain a courteous relationship with the public and to exercise discretion over access to the College
- You may be required to provide disabled and less mobile, students, guests and visitors' reasonable requests for assistance
- To undertake night shift work on a night shift system which includes weekends and Bank Holidays
- To work some shifts at short notice when directed
- Provide short-term cover for absent staff when necessary
- To carry out fire precautions as required
- To deal with emergency situations as required
- To apply Health and Safety training to ensure safe working practices

*Updated in September 2024*

- You will be expected to keep your knowledge of college policies and procedures up to date, and maintain your own personal professional development
- To undertake further training as required
- You will be expected to understand and operate a number of college IT systems to enable efficient communication with colleagues. This includes e mail, word processing, web-based systems, guest booking systems and other IT systems including telephony
- To ensure that all information given is accurate and up to date
- To update records where appropriate
- To accurately record and issue keys & key cards and ensure only authorised persons have access and report loss or compromise of keys
- To sort and distribute mail and parcels. This is likely to involve manual handling
- To accurately undertake financial transactions if required & keep correct records
- To administer first aid when required
- To carry out regular security patrols including checks on car parks and bicycle sheds
- To offer advice on security as required & to carry out effective lockdown procedures and security monitoring of the site
- To challenge persons breaching college policies
- To partake in any necessary training to develop and maintain skills
- To ensure that the Porter's Lodge is kept clean and tidy at all times
- Any other reasonable duties required by the Head Porter or their deputy.

*Trinity Hall reserves the right to change the duties detailed in this job description at any time. Changes will be introduced following discussion with the post holder.*

## Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role

Criteria	Essential	Desirable
<p><b>Qualifications and Education</b></p> <ul style="list-style-type: none"> <li>• 5 passes at GCSE (Grade 4 or above to include English and</li> <li>• Maths) or equivalent NVQ Level 2 or equivalent qualification</li> <li>• A Levels or equivalent</li> </ul>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p><b>Skills, Knowledge and Training</b></p> <ul style="list-style-type: none"> <li>• Good organisational skills</li> <li>• Good communication, social and interpersonal skills</li> <li>• Customer service skills</li> <li>• Ability to prioritise effectively</li> <li>• Ability to work independently, in a pro-active way as well as work well as part of a team</li> <li>• Ability to cope well with a varied workload</li> <li>• Observant, and ability to make reports and follow up issues</li> <li>• Ability to follow instructions accurately</li> <li>• Ability to apply Health &amp; Safety training to practical situations</li> <li>• IT competent – incl. emails, Intranet, word processing and simple databases</li> <li>• Problem solving</li> <li>• First aid training</li> <li>• Knowledge of Fire Safety training</li> </ul>	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Evidence of regular contact with the public and customer service</li> <li>• Experience of dealing with customer enquiries</li> <li>• Previous Front of House experience</li> <li>• Security experience</li> <li>• Handling cash</li> <li>• Experience of working in an educational or campus setting</li> </ul>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• Able to work well both as an individual and as part of a team</li> <li>• Cheerful and co-operative disposition</li> <li>• Smart and tidy appearance</li> <li>• Flexible approach and accepting of change</li> <li>• Willingness to undertake further training and learn new skills</li> <li>• Good timekeeping</li> </ul>	<p style="text-align: center;">✓</p>	
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