



# JOB AND PERSON DESCRIPTION

**DARWIN COLLEGE**  
CAMBRIDGE - CB3 9EU

Registered Charity Number 1141105

## JOB DESCRIPTION

<b>Job title:</b>	College Porter
<b>Department:</b>	Porters' Lodge
<b>Job purpose:</b>	To ensure that the College's security, first aid and fire safety duties are carried out. To represent the College by providing reception, switchboard and general front of house services to College members, visitors, and guests with a high standard of professionalism and courtesy. To ensure the welfare of the College members. To help ensure that College rules are adhered to.

<b>Main duties:</b>	<ul style="list-style-type: none"><li>• Welcoming students and visitors to the college in an efficient, friendly and informed manner.</li><li>• Dealing promptly, politely and efficiently with all enquiries at reception (either in person, by telephone, or by email) using prioritisation skills.</li><li>• Managing the College's telephone switchboard and relaying calls as required.</li><li>• Distribution of mail within the College.</li><li>• Receive, check and organise parcel deliveries for students and staff in a timely manner.</li><li>• Provide a primary response in case of break-ins, accidents, disturbances, intruders, fire alarms, lost property or illness, including alerting Emergency services and activating the Emergency plan.</li><li>• Act as, or assist, a Fire Marshall in case of a fire alarm (appropriate training will be given where required)</li><li>• Reacting to fire alarm activations and other emergency situations.</li><li>• Locking and unlocking the college buildings at various times and more generally ensuring the safety of the buildings.</li><li>• Ensuring that the student bar and other College student organised events are run in accordance with the College rules, and with guidance from the Second Bursar.</li><li>• Helping both the DCSA (the Darwin Student Association) and the College in the operations of the punts, including monitoring the punt booking schedule, enrolling members, handing out and collecting keys.</li><li>• Rendering first aid, giving advice on where to seek medical help.</li><li>• Monitoring accident report forms, coordinating calls to emergency services, and letting the College offices know of any incidents.</li><li>• Monitoring CCTV provision is functioning correctly and using it as a tool to monitor the safety and security of the premises.</li><li>• Regular patrols of the external College hostels to ensure security at all times.</li><li>• Assisting with room set up including AV equipment.</li><li>• Assisting with guest room bookings, checking in guests and distributing keys.</li><li>• Locking/unlocking and securing College Buildings at the designated times and ensuring that Porters patrol premises and grounds of the College.</li><li>• Be alert to Maintenance issues across the College and carry out any minor tasks to help out Domestic and Maintenance teams.</li><li>• May be expected to carry out other duties within the College on occasion.</li></ul>
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<b>Works with:</b>	<ul style="list-style-type: none"><li>• The Head Porter</li><li>• The Porters</li><li>• Students and fellows</li><li>• College staff</li></ul>
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<b>Responsible for:</b>	N/A.
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<b>Responsible to:</b>	<ul style="list-style-type: none"><li>The Head College Porter</li></ul>
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## PERSON DESCRIPTION

	<b>Essential:</b>
<b>Qualifications &amp; Learning</b>	<ul style="list-style-type: none"><li>To be able to effectively communicate in the English language in order to provide a high level of service to callers (in person, on phone and by email) to the Porters' Lodge.</li><li>Computer literate sufficient to use Microsoft 365 products and the College room booking system.</li><li>Trained First Aider and Fire Marshall, or willing to train</li></ul>
<b>Experience:</b>	<ul style="list-style-type: none"><li>Of working in an environment where customer care is important.</li><li>Experience of working in a customer service / public reception role.</li><li>Experience of working in a role with responsibility for security and/or safety.</li></ul>
<b>Skills:</b>	<ul style="list-style-type: none"><li>Able to deliver excellent customer service including in occasional challenging circumstances.</li><li>Ability to multi-task in a busy working environment.</li><li>Ability to deal with welfare issues in a compassionate and sensitive way.</li><li>Able to work alone and also collaboratively as part of a team.</li><li>Ability to take charge of occasional difficult situations in a calm manner and provide primary response to achieve the best outcome.</li><li>A positive and flexible approach to work.</li><li>Ability to make quick decisions in challenging situations and work well under pressure.</li><li>Ability to work with others – professionals, colleagues and students.</li><li>Able to comfort and support members in distress</li><li>Able to operate discreetly and to ensure matters are kept appropriately confidential.</li></ul>
<b>Special requirements:</b>	<ul style="list-style-type: none"><li>High standard of personal appearance and grooming at all times.</li><li>Able to work a flexible shift pattern on a rotational basis including days, evenings, nights, weekends and Bank Holidays.</li></ul>

## REVIEW

*These job and person descriptions are non-contractual*

<b>Current incumbent:</b>	
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**Reviewed by Head of Department:**

**Signature: N/A**

**Name: N/A**