# Job Description

**Job Title:** Lodge Porter  
**Post Holder:**

**Reporting To:** Senior Porter

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**Main Purpose Of Role/Overview:**

To meet and greet all visitors, conference guests and delegates, assist students where required, carry out security patrols of the grounds and building and maintain a log of visitors.

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**Main Responsibilities and Duties:**

**Reception**

1. Meet and greet all visitors and members of the college.

**Standards Of Performance/Results:**

1. Receive guests in a polite, friendly and professional manner. Be able to complete all relevant forms and ensure all enquiries are dealt with as quickly, efficiently and courteously as possible. Issue visitor passes and keys to conference delegates in a timely manner.
2. Maintain the college switchboard.

3. Receive and distribute incoming mail and other items, plus large mailings out when required, including the maintenance of pigeon holes for Fellows, students and staff.

4. IT Skills including basic Microsoft packages and other software and fax/copier machine.

5. Take payments for items and merchandise and record appropriately.

6. Adhere to and maintain procedures manual.

7. Organise University publicity material for events as appropriate and the distribution of newspapers and periodicals.

8. Assist in monthly meter readings at off-site houses.

9. Assist with snow clearance, as needed.

10. Record and monitor the system of storage in Oldham Hall and Warburton.

11. Assist with the interview process for potential new students, by way of welcoming them and guiding them through the day.

12. Maintain the stock of College bicycles for loan.

2. Answer the telephone in a polite and professional manner.

3. Deal with post and parcels for both staff and students using the correct forms.

4. To be fully conversant with College programmes and fax/copier machine for daily tasks.

5. Ensure processes followed in accordance with procedures.

6. Ensure all procedures are followed and reviewed and updated regularly.

7. In a timely manner.

8. Ensure all property is accessed in accordance with procedure and records kept appropriately.

9. Ensure procedures are followed and College grounds made as safe as possible.

10. In accordance with procedures, ensure records are kept and maintained.

11. Greet in a courteous and friendly manner.

12. Maintain appropriate records.
Security

13. To operate the CCTV system as necessary.

14. To operate the security and fire alarm systems.

15. Buildings and college grounds patrols.

16. Incident reporting.

17. Deal effectively with lost and found property.

18. Control the issue and recording of door access cards.

19. Maintain a system of car parking permits for members of college and visitors, and policing the car parking as appropriate.

20. Maintain bicycle registration.

21. First Aid/Fire Training

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all

13. To be fully conversant with the operation of CCTV system.

14. Monitor the alarm, access control and CCTV systems and be fully conversant with the operation of fire panels and chubb security system.

15. Regular patrols of the grounds and building, ensuring familiarity.

16. Complete reports in the diary and Microsoft word documents.

17. Ensure log maintained and procedure followed accordingly.

18. To be conversant with the procedures for the issue and control of access cards.

19. To carry out checks of the car park, maintain a written log of checks and carry out any further actions.

20. Ensure all bicycles are registered and stored appropriately.

21. To be trained in first aid and fire warden duties.
employees are expected to work collaboratively to support the overall work of the college.

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<th>Scope/Size Of Role (Budgets, People, Etc):</th>
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<th>Significant Internal/External Relationships: Fellows, staff, students, conference delegates, guests and members of the public</th>
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<th>Objectives (As Per PDR) Or Key Milestones:</th>
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<th>Target/Objective:</th>
<th>Time Duration:</th>
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<tr>
<th>Date Prepared:</th>
<th>Agreed By Manager:</th>
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<tbody>
<tr>
<td>By Whom:</td>
<td>Agreed By Post Holder:</td>
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Lucy Cavendish College
University of Cambridge
### Person Specification

#### LODGE PORTER

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<tr>
<th></th>
<th><strong>ESSENTIAL</strong></th>
<th><strong>DESIRABLE</strong></th>
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| Qualifications, Experience and Background | • Solid educational background  
• Checkable work history  
• Previous experience of working in customer facing role | • Military, police or security background  
• Experience of work in a similar environment at a College or reception |
| Specific Knowledge/Skills (Technical) | • Previous First aid experience  
• Fire training experience  
• Good IT skills | • First Aid Qualification  
• Fire Training Awareness Certificate |
| Personal Attributes | • Professional, helpful, friendly and of smart appearance  
• Understand importance of excellent customer service and first impressions  
• Good time management skills  
• Professional and business-like approach, able to represent the college positively  
• Thoroughness and attention to detail | • Customer service training |
| Team And Management Skills | • Adaptable, able to work on own initiative as well as part of a team  
• Strong interpersonal skills  
• Friendly approach and high levels of customer service  
• Willingness to work in a small team  
• Be prepared to attend appropriate training courses |                                                                                       |
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<th>Other</th>
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<tr>
<td>• Flexible approach to working hours and tasks</td>
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<td>• This position requires a satisfactory Criminal Records Bureau check</td>
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