



## Job Description

**Job Title:** Lodge Porter (Univ North)  
**Accountable to:** Head Porter  
**Liaison with:** All members of the College, staff and visitors to the College

### Job Purpose

To contribute to the efficient and effective running of the Lodge, to receive enquiries and to promote a positive, welcoming and professional image of the College to everyone who has contact with the Lodge whilst maintaining a secure and safe working environment for all College members.

### Main Duties and Responsibilities

- Receiving and responding enquiries from members of the College or visitors, in person, by telephone and email.
- Issuing keys, receiving keys and keeping an accurate record of keys including the checking in and out of students, conference guests and any other visitors to the College.
- Monitoring the fire and intruder alarms and CCTV and responding in accordance with the College's procedures.
- Receiving and distributing mail and other deliveries to pigeonholes and informing the relevant College department of deliveries.
- Responding to emergencies which could involve First Aid and calling the relevant emergency services or calling out the relevant on-call members of the Works Department.
- Informing the Welfare Fellow for Welfare of any concern regarding student welfare.
- Informing the Dean or Junior Deans of any concerns regarding student behavior.
- Directing or escorting visitors (particularly interviewees) to the appropriate place for meetings.
- Responding appropriately to all College policies and procedures e.g. safety, fire and serious incidents.
- Carry out visible patrols of the College to ensure a secure working environment.
- Using the College's systems to facilitate good communications between porters and other departments including use of KX, MS outlook calendars and email and any other system in use.
- Reporting maintenance requirements to the Works Department by email.
- Any other duty which falls within the overall objective of this post.



## Person Specification

### ***Essential***

1. Good communication skills, both verbally and in writing,
2. Good interpersonal skills,
3. Good computer skills including Microsoft Office Package,
4. Ability to work independently and without supervision while maintaining a high level of personal organisation, accuracy, and attention to detail
5. A professional and proactive approach and an ability to work positively as a member of a team,
6. Adaptable and flexible with the ability to deal with new situations as they arise and carry out a wide range of tasks,
7. Experience working in a customer focused role.

### ***Desirable***

8. Educated to GCSE level or equivalent,
9. Some knowledge of the College working environment,
10. SIA license holder,
11. Sound knowledge of Health and Safety and Fire Safety legislation and First Aid,
12. Experience of alarm panels or similar equipment.

