

Reception Porter
St Chad's College

St Chad's is a distinctive, independent college within Durham University. A separate registered charity with its own governing body, its origins date back to 1904 when it was created as a Church of England foundation to enable the ordination of clergy from poorer backgrounds. Today it is a vibrant and progressive academic community, home to over 600 students, including 150 postgraduates. St Chad's welcomes students and staff of all faiths, cultures, nationalities, and educational backgrounds. Its ethos is friendly, traditional, and forward-looking.

St Chad's historic buildings are situated on a World Heritage Site, adjacent to Durham Cathedral. Students and staff live and work side by side, sharing the life of a multigenerational and interdisciplinary scholarly community. The College has a strong tutorial system and is one of very few colleges to have academic research staff based within its community. St Chad's students are high achievers, regularly securing the highest academic results among the Durham colleges. Outside undergraduate term-time, St Chad's runs a full programme of commercial events and conferences.

St Chad's is committed to delivering the highest possible standards of service to all its stakeholders, and we are now looking to appoint a part-time Reception Porter who will work 8 hours per week (one 8 hour shift) as part of a small team who cover the weekday evenings (16.00 until 24.00) and weekend day and evenings (08.00 until 24.00). In addition, the College operates a night porter system with two members of staff alternating cover from 11pm through to 7am each night. It is expected that the post-holder will be willing to cover for absences within this team given reasonable notice (e.g. to cover annual leave or sickness absence). St Chad's is committed to delivering the highest possible standards of service to all its stakeholders, and the role of Reception Porter is a key front facing post in ensuring this objective is maintained across the College.

The closing date for applications is the **15th August 2021** with interviews to take place shortly afterwards. It is hoped that the successful applicant will be able to commence with the College as soon as possible after the interview.

This is a permanent position with an hourly rate of pay of £10.08

Applications should be sent via e-mail to the Finance & Operations Director, Alistair Jenkins, at chads.bursar@durham.ac.uk

JOB DESCRIPTION

Post: Reception Porter

Responsible to: Assistant to the Bursar

Scope of Post

The role encompasses four key areas of responsibility - **Reception, Security, Maintenance and Portering**. All post-holders are expected to adopt and promote a flexible approach to working, and be willing to cover for absences given reasonable notice, and to undertake any or all of the tasks outlined below regardless of their designated shift. By nature of the role all post-holders are expected to be competent in working under minimal direct supervision within the designated local remit and liaising where necessary with the appropriate College/Duty Officers and staff.

Staff development and training is intrinsic to all posts within the college and all members of staff are expected to participate fully in training courses designed to develop their skills and help them perform their duties to the required standards. Training requirements and expectations are outlined within. In order to maintain and enhance best practice and consistency of service Porters may be required to assist in induction training of new team members.

General Responsibilities

1. Ensuring the general safety and security of all students, staff, and visitors who may be impacted upon by the operations of the College
2. Being vigilant for and alert to student welfare issues, maintaining strict confidentiality at all times
3. Being aware of and complying with all College policies and statutory requirements relating to fire, hygiene, health and safety, accident / incident reporting and security in order to care for yourself and others
4. Identifying and reporting any issues which affect or may cause risk to the Health and Safety or malfunction of the premises, in order that remedial actions may be carried out
5. Ensuring all necessary steps are taken to safeguard College property, goods and assets
6. Conducting oneself in a manner which at all times promotes a positive image of the College.
7. Being flexible and undertaking any non-specified tasks related to the nature of the role and appropriate to the post.

Specific Tasks & Duties:

Reception Duties

Reception is the main focal point for all residents, guests and visitors and will be the initial contact point in the event of an enquiry, incident, or problem. The Reception Porter is expected to provide front-line cover by undertaking duties and tasks – some of which involve operating and maintaining computerised systems - that will include:

1. Being available to receive and respond to all enquiries either in person or by telephone in an informative, efficient and courteous manner
2. Dealing with commercial enquiries and guests according to the Standard Operating Procedures Manual, including guest/enquiry registration, guest check-in/out, and receipt of payment, meet and greeting of conference/meeting guests
3. Receiving and issuing bedroom and common keys, whilst maintaining key cupboards / signing-out lists, and issuing replacement keys in the manner laid down by the College
4. Receiving payments for general sales items (e.g. tickets for meals, souvenirs, etc) either by cash, cheque, or automated credit/debit card transaction; keeping records of stock and cash accurately, and where required balancing takings at the end of each shift
5. Maintaining paper and computerised record and information systems in the prescribed manner including for example: resident lists; arrival and departure reports; and maintaining notice-boards and general communication systems
6. Facilitating effective communications with customers, colleagues, and external contacts and authorities; ensuring that complaints and follow-up procedures are handled efficiently and compassionately as stipulated locally
7. Completing and maintaining local and statutory recording systems, including accident/incident report forms, faults/damages records, shift / hand-over log books, etc. – taking any follow-up action as prescribed locally
8. Receiving, sorting, preparing, and issuing mail and general paper correspondence, and if required delivering urgent correspondence by hand to staff and students.
9. Conducting when appropriate and as instructed familiarisation and show-around visits of the College site.

Security Duties

Though the College operates a Duty Officer rota providing a senior officer to be contactable at all times the duty Porter is the key liaison officer in the event of security, maintenance, and/or health and safety incidents that may occur on College premises. It is therefore essential that they are contactable at all times, including scheduled breaks, by means of mobile phone or other College-specific mode of communication. Duties and tasks expected will include

1. Exercising a high level of general security awareness at all times by:
 - i. Being alert to visitors attending site and ensuring that locally prescribed control / signing in measures are observed and maintained at all times
 - ii. Carrying out regular internal and external security patrols as per local arrangements
 - iii. Carrying out lock-up procedures including securing buildings and windows, turning off unused lights etc.
 - iv. Dealing with incidents, emergencies and maintenance problems in the prescribed manner
 - v. Checking vehicles in car parks and taking prescribed local measures in situations of unauthorised parking
 - vi. Challenging unauthorised persons on site and taking the necessary action to have them escorted off site
2. Maintaining extra vigilance during “dark/quiet” hours in respect of noise pollution, disturbances, and general security on and in the vicinity of College premises, liaising with the appropriate officers / bodies and taking follow-up action accordingly
3. Operating and where applicable monitoring CCTV systems, including maintaining all necessary paperwork, change-over and follow-up actions
4. Assisting in the evacuation of bar, function, and communal areas ensuring that events both in term and vacation end at the time agreed, that clear up duties are observed and that areas are left safe and secure

Portering Duties

Reception Porters are also required to carry out routine portering and cleaning tasks as a matter of course when on duty, either individually or as part of a team. Duties will include:

1. Servicing event/function/meeting/formal occasion requirements etc. by setting up, clearing, and re-configuring furniture and equipment, and when required providing technical assistance with audio-visual / presentation equipment
2. Carrying out janitorial duties, including general and specialist cleaning tasks (for example specialist floor cleaning) to ensure that college accommodation is fit for purpose and provides a safe environment
3. Collecting and preparing waste for disposal, including where applicable the operation of rubbish compactors
4. Transporting loads including furniture, baggage, linen, stores and equipment as a matter of course

5. Accompanying official tradesmen, including Gas/Electric Meter Readers, around College property
6. Undertaking other general and routine specialist cleaning including for example: routine cleaning of extractor fans, smoke detectors and light diffusers; cleaning-up occasions of unsocial waste.
7. Carrying out the following work in respect of grounds, paths, steps, road, and car parks:
 - i. Keeping areas free of litter, leaves, etc and clearing and cleaning of litter bins
 - ii. Clearing snow and gritting pathways, ensuring that salt bins are maintained with sufficient stocks
 - iii. Keeping drains, drain covers, and down-comers clear
 - iv. Specific cleaning and disinfecting of external areas (e.g. bin areas / food-related areas)
 - v. Basic Gardening tasks

Maintenance (Basic DIY type) Duties

The College estate is diverse in both condition and age and requires robust routine and remedial maintenance systems to ensure it is safe and presentable to all college users. As part of a team, the Reception Porter is expected to undertake semi-skilled maintenance tasks including:

1. Undertaking health and safety checks, including for example: portable appliance testing; routine fire alarm testing; visual checks of fire detection / fighting equipment; resetting trip switches; legionella prevention routine measures
2. Undertaking minor plumbing and heating repairs, including for example: adjusting ball-cocks in toilet cisterns; clearing air locks in heating systems; replacing tap washers / taps; clearing blocked drains and ablutions
3. Undertaking minor joinery tasks, including for example: dealing with lock problems, i.e. releasing, changing, maintaining locks and barrels; adjusting door closers; replacing door furniture and similar
4. Undertaking minor painting and tiling tasks, including for example remedial filling-in, tiling, preparation and redecoration work
5. Undertaking ad hoc tasks including for example: replacing light bulbs, shades, starters; fixing of signs; boarding / taping up of broken windows; hanging curtains and fixing curtain rails

Skills and Training Requirements

All staff are expected to participate fully in training courses designed to develop their skills and help them perform their duties to the required standards. College Porters will be expected to attend locally approved courses to ensure they are competent in the following areas (**NB** - this list is not exhaustive):

Basic Health & Safety (inc. Life Saving First Aid, Manual Handling, Ladder Training)

Electrical Awareness (inc. Resetting Electrics, PAT testing)

Basic Computer & AV Skills (inc. IT Skills, Kinetics Software, Use of AV Equipment)

Front-line Customer Awareness (inc. Interpersonal Skills, Basic Reception skills)

Procedures for Door-staff (inc. Basic Licensing, Conflict Management)

Cleaning Techniques (inc. Safe Cleaning Methods)

Person Specification

Essential

Ability to communicate effectively

Trained in Customer Care best practice

Tidy and smart appearance

PC literate

Experience and awareness of Health & Safety Policies

A friendly pro-active approach (a can do attitude), including the willingness to work as part of a team covering the requirement to attend College when “called out” to attend an emergency issue.

Ability to prioritise work

Ability to work unsupervised and to make decisions accordingly.

Estimating material requirements and where necessary arranging for delivery or collection.

Willingness to undergo training

Desirable

A recognised and registered CITB apprenticeship or an advanced Craft Certificate in Joinery and Carpentry or similar

Flexible approach to working

Experience of working to tight and specific deadlines

To hold a full and clean driving licence

Qualified First Aider