

## Westminster College, Cambridge: Job Description

**Position:** Night Porter (Pre Midnight)

Full time/Part-time

University grade 2 - £12.20 per hour or £23,697 per annum (pro-rata for part time)

Reporting to the Manager, Accommodation and Operations you will provide after hours reception, security, general maintenance and general administrative services for the College. You will be well organised, have good people skills and take initiative for after hours occurrences.

You will be helpful and friendly, have a “can do” attitude and understand the need for general and flexible support across this important team.

You will respect the Christian ethos of the College and its role as a resource centre for learning within the United Reformed Church.

### General responsibilities

- Work in a pro-active manner.
- Take professional responsibility for your own work.
- Manage your time and establish priorities.
- Produce a high standard of work.
- Take initiative and think ahead.
- Respect confidentiality in relation to students, staff and visitors.

### Particular responsibilities

You will:

- Provide after hours reception and front of house requirements for students, visitors and other guests including accommodation, meeting room and dining bookings; meeting, greeting and assisting guests and visitors generally including:
  - Recording bookings on the colleges room booking system
  - Looking after College key systems
  - Helping to prepare and maintain visitor documentation
  - Keeping records of meals and other sales, collecting payment for room bookings, meals and other sales and carrying out Petty Cash transactions
  - Providing general reception duties and dealing with telephone enquiries.
  - Organising refreshments for guests and meetings as reasonably requested
- Respond to queries from staff, college members, visitors and other involved stakeholders promptly, politely and efficiently.
- Conduct appropriate premises close down activities, routine checks and regular patrols of the campus buildings and estates to ensure the general safety of individuals and environment.
- Monitor CCTV equipment and respond to emergencies and other events to ensure the security of College buildings and those individuals on the grounds.
- Administer appropriate first-aid where relevant.
- Act as the Fire Warden and take initial responsibility for evacuating the building, collecting visitor, residents and staff lists, recording names of those safely evacuated and if necessary calling (and where appropriate, cancelling) the Fire Brigade in the event of a fire or similar building emergency.
- Take carriage of immediate maintenance requirements and notify the College Handyperson of any required serious or major required repairs.
- Provide additional general assistance to college members and carry out other tasks, commensurate with the position, as may be specifically requested.

### Other Matters

You will familiarise yourself with and at all times comply with regulations, policies and procedures of the College.

You will at all times act in the best interests of the College.

You will act within any boundaries agreed with the Manager, Accommodation and Operations or Bursar from time to time.

### Expected Standards

- **Communication:** Communicate effectively with colleagues and internal and external contacts.
- **Equality & Diversity:** Act in ways that support a culture which promotes equality and values diversity.
- **Health Safety and Security:** Act in ways that protect own and others' health safety and security.
- **Customer Service:** Deliver excellent customer service.
- **Personal Development:** Take responsibility for own personal development and develop skills and knowledge to enable effective work performance.

*Further details available in Expected standards document*

### Person Specification

| <b>ESSENTIAL</b>   | <b>DESIRABLE</b>  | <b>MEASUREMENT</b>                                      |
|--|---|---|
| <b>1. Education and Training</b>   |   |   |
| <ul style="list-style-type: none"><li>• Good standard of literacy and numeracy.</li></ul>  | <ul style="list-style-type: none"><li>• Relevant security accreditation or registration</li><li>• First Aid and/or Mental Health First Aid certification or being willing to obtain.</li></ul>    | Application Form / Interview                            |
| <b>2. Relevant Experience</b>  |   |   |
| <ul style="list-style-type: none"><li>• Recent and relevant experience working in a night security or reception environment.</li><li>• Computer literate eg Microsoft Office, Outlook packages.</li></ul>  | <ul style="list-style-type: none"><li>• Experience in a similar college-type or security environment</li><li>• Experience of working with College CRM system (i.e. Kinetics or StarRez)</li></ul> | Application Form / Interview                            |
| <b>3. Special Knowledge and Skills</b>   |   |   |
| <ul style="list-style-type: none"><li>• Good customer service, communication and organisational skills</li><li>• Ability to use initiative in solving problems based on available information.</li><li>• Respect for the Christian ethos of the College, its visitors and stakeholders</li><li>• </li></ul>  | <ul style="list-style-type: none"><li>• Additional spoken or written languages</li></ul>  | Application Form / Interview / Skills test at Interview |
| <b>4. Special Qualities and Aptitudes</b>  |   |   |
| <ul style="list-style-type: none"><li>• Physically fit and able to fulfil the nature of the role and responsibilities.</li><li>• Pro-active and able to take initiative within lines of authority.</li><li>• Helpful and friendly with a 'Can do' attitude and proven capacity to work alongside others.</li><li>• Prepared to train and develop</li><li>• Discreet and sympathetic</li><li>• Calm, understanding and showing patience under pressure.</li></ul> | <ul style="list-style-type: none"><li>• Ability to negotiate and to create good working relationships both internally and externally</li></ul>  | Application Form / Interview / Skills test at Interview |
| <b>5. Any other requirements</b>   |   |   |
| <ul style="list-style-type: none"><li>• A willingness to work flexibly across the year, as the role involves change of shift starts (i.e. circa 6pm) with midnight finishes. Some 12-hour shifts on a rota basis and occasional weekend work may be required.</li></ul>  | <ul style="list-style-type: none"><li>• Living within 20 miles radius or 45 minutes from the College for easy travel</li><li>• Own transport</li></ul>  | Application Form / Interview                            |

December 2023