



*Clare College
Cambridge*

Job Description

Job Title:	Night Porter
Reports to:	Head Porter
Hours of work:	32 hours per week (3 nights on, 3 nights off)

Purpose of the Job:

A primary part of a Porter's job is to perform an excellent "front of house" role in the College Lodges. As the main point of contact for all College members, visitors and tourists, it is essential that the Porter will reflect a very favourable first impression of the ethos of the College. Equally as important are the responsibilities for the security and safety of the College members and property.

Main duties:

- To be the first point of contact for College members, visitors and tourists, and to receive all callers to the College Lodges in a friendly and helpful manner.
- To deal promptly, politely and efficiently with all enquiries from members of the College and visitors via front of house, telephone or e-mail.
- To be responsible for incoming and outgoing post, liaising with other departments when dealing with couriers etc.
- To use computer databases and programmes such as CASC and Forum to provide and monitor information on rooms bookings, student/Fellow information etc.
- To be responsible for the security of College rooms/buildings, issuing keys and to be alert to suspicious persons or incidents that may need to be investigated promptly.
- To monitor equipment (CCTV, fire and intruder alarms) that provides effective protection against identified risks.
- To act as a Fire Warden and assist in the evacuation process in the event of a fire or other emergency.
- To be fully trained as a 1st Aider and respond to accidents and incidents in College.
- To encourage the observance of the College rules with regards to car parking, cycling and other matters set out in the Student Handbook or other policy documents.
- To ensure that visits by groups of tourist are controlled effectively.

- To deal with any emergency in a professional manner and adhere to Health and Safety rules and regulations.
- To work with a range of College colleagues to plan requirements and problem-solve difficult issues and situations
- To support team members and the Head Porter in achieving high standards of service in relation to all of the tasks listed above
- To undertake such other duties as may reasonably be required in this position.

Person Specification

Essential skills and experience:

- Good literacy skills
- Good customer service skills, excellent communication and front of house skills
- Ability to make quick decisions in difficult situations
- Work well under pressure and be able to prioritise tasks
- Physically fit
- Computer literate and experience of using Microsoft Office applications (Excel, Word, Outlook)
- Energetic, flexible and keen to work as part of a team
- Be able to deliver first aid support having had suitable training

Desirable skills and experience

- Previous experience of working in front of house, security or safety role
- Willingness to make a positive contribution to the life of the College