

JOB DESCRIPTION - HEAD PORTER

1. **ACCOUNTABILITY**. The Head Porter is accountable to the Bursar.
2. **AUTHORITY**. In pursuit of the main task, the Head Porter is authorised to liaise with all authorities and outside agencies on behalf of the College.
3. **PLACE OF WORK**. On any property owned by Clare College, but normally in Old Court, Memorial Court, The Colony and Graduate properties.
4. **MAIN RESPONSIBILITIES**. The Head Porter has specific responsibility for the effective management of the Portering Staff. Duties include but are not limited to:
 - a. Management of staff and all aspects of the operation of the Porters' Lodges to ensure the Department is providing a high quality, efficient and effective service to the College and all visitors.
 - b. Delegated authority to make necessary decisions, within the limits of agreed policy, to facilitate the general running of the Department and in connection with incidents or emergencies affecting the College.
 - c. Set an example to the staff in terms of behaviour, performance and dress and to encourage them to work to the high standards expected of the Department.
 - d. Identify training needs and, where necessary, provide on the job training or arrange attendance on relevant courses.
 - e. Act as the College H&S Co-ordinator, with responsibility for chairing a termly H&S Meeting.
 - f. Act as the College's Fire Co-ordinator and be responsible for the operation and maintenance of all fire alarm installations, which must meet the requirements of current fire risk assessments. This will also include ensuring that weekly fire alarm tests and regular evacuation practices are performed.
 - g. Act as the focal link between the College and the May Ball Committee.
 - h. Maintain the College Diary for events taking place in the Chapel, SCR, MCR, JCR and event rooms within College, ensuring there are no diary clashes.

JOB DESCRIPTION - HEAD PORTER

5. **OTHER RESPONSIBILITIES.** With regard to **ALL** College Sites, other responsibilities include but are not limited to:
- a. Ensure that all appropriate action is taken in the event of any serious occurrence and report to the Bursar where necessary. Use discretion out of office working hours as to the necessity for notification immediately.
 - b. Maintain a detailed working knowledge of all security systems installed in the College and all emergency procedures in respect to them.
 - c. Maintain a thorough knowledge of the information in the Clare College Student Handbook and Porters Procedure files, updating as required.
 - d. Assist the Dean of Students by monitoring the behaviour and discipline of students. Ensure that reports by Porters of inappropriate behaviour and serious contravention of College rules are immediately sent to the Dean of Students.
 - e. Coordinate access arrangements for large events taking place at the College.
 - f. Maintain awareness for any suspicious occurrences that may indicate a crime may be committed and maintain a record of all crimes committed on Site, whether reported to the Police or not.
 - g. Be observant for any matter that may constitute a Health and Safety at Work risk and ensure that appropriate action is taken to protect visitors, College members and Staff.
 - h. Liaise closely with the Bursar to ensure the efficient and effective operation of the Portering Department. Interact well with other College departments, Fellows, staff, students and visitors in order to maintain the College's high standards and present the best possible image.
 - i. Monitor and supervise the work performance of the Porters, including: rostering of duties, allocation of holidays, discipline and contributing to their annual appraisal report.
 - j. Supervise the efficient maintenance of all records within the Lodges, for both paper and computer systems.

JOB DESCRIPTION - HEAD PORTER

- k. Oversee the day to day operation and testing of all safety and security systems, e.g. CCTV, Door Access Control, Fire Alarms and Intruder Alarms. Ensure all defects are reported and rectified.
- l. Monitor the registration and storage of pedal cycles on Site. Encourage registration and conduct checks for unregistered and abandoned cycles for disposal.
- m. Supervise the sales of various items in the Lodges and the receipt of other monies. Maintain records and balance cash against sales etc. for depositing with the College Office).
- n. Monitor the reporting and recording of all illness, accidents and injuries to students, staff and visitors on Site.
- o. Supervise the Door Access Control System, including the management of the data base of users to facilitate the issue / cancellation of cards and the control of relevant levels of access to specific doors.
- p. Liaise closely with the Tourist Custodians to provide a first class service to visitors to the College.
- q. Monitor procedures to ensure a first class service for the reception and care of Conference Delegates, Fellow's Guests and Visitors who are allocated accommodation or use facilities on site.
- r. Interact well with the resident students on site to engender a welcoming and secure environment. Get to know the students, without becoming over familiar, and be alert to any indication of problems. Liaise with the student's Tutors on relevant matters.
- s. Undertake other duties as required by the Bursar within the post-holder's overall area of responsibility.

6. ADMINISTRATIVE TASKS. The Head Porter is to:

- a. Prepare budget forecasts and control departmental expenditure.
- b. Ensure that the best possible price is secured for equipment and stock, ensuring that stock is safely secured, distributed and accounted for.
- c. Represent the Portering Department and, occasionally, the Bursar on various College committees.

JOB DESCRIPTION - HEAD PORTER

7. **HOURS OF WORK AND CONDITIONS.** Hours of work and conditions are as follows:

- a. The hours of work for the post are 37.5 hours per week. The Head Porter is expected to provide a response service during the silent hours.
- b. There is an entitlement to 26 annual days leave per year (plus public holidays). A free lunch is provided and the College operates a contributory pension scheme.