



JOB DESCRIPTION FOR LODGE PORTERS

NEW COLLEGE

JOB DESCRIPTION FOR PART-TIME PORTER AT THE WESTON BUILDINGS

The Porters Lodge is the focal point for security at the Sports Ground. It also serves a number of other important functions, such as a reception point for visitors and for most enquiries. In general, people gain their first impressions of the College from a Lodge; it is therefore vital that the Lodge is seen to be working efficiently and that the Porters and other staff are perceived as helpful and courteous.

This job description should be read in conjunction with version 2 of the Guidelines for the Porters' Lodge and the Emergency Procedures (which are issued on appointment).

This job description is not exhaustive; it simply gives an indication of the duties of the porter

Duties

The porter is expected to:

1. Attend at the Lodge whilst on duty, except when called away to an emergency or carrying out a security patrol.
2. Operate the Lodge telephones, transfer calls, answer queries, take and deliver messages.
3. Give accurate information to callers at the Lodge, direct visitors. Be courteous and helpful at all times.
4. Issue keys, keeping accurate records of issue and receipt in the key book.
5. Record maintenance problems when reported by residents, report problems to the Maintenance department via Sharepoint <https://sharepoint.nexus.ox.ac.uk>
6. Keep an accurate record of all incidents in the incident book.
7. Maintain records of all students, staff and Fellows in residence.
8. Be alert for incidents such as fire, flood and theft and take appropriate action.
9. Administer the booking of sporting facilities such as the squash courts and punts.
10. Monitor the security cameras and act on anything unusual or suspicious.
11. Challenge apparent trespassers and ask them to leave.
12. Carry out random security patrols around the buildings and grounds.
13. Respond to calls for assistance from all parts of College.
14. Despatch deliveries of goods from the Sports Ground (such as laundry, furniture, stationery, computer equipment) to their correct destination on the day they arrive.



15. External housekeeping: ensure that the site is kept litter-free, clean, tidy and properly maintained. Report external maintenance defects to the Clerk of Works and caretaker.
16. Close barriers and lock up buildings including the Pavilion in accordance with the prevailing rota.
17. Ensure that the Lodge and areas outside the Lodge are kept in a clean and tidy condition.
18. Keep noticeboards up to date, remove old notices.
19. Read and understand the Emergency Procedures and Guidelines for the Porters Lodge. Ask the head porter or the Senior day porter for clarification or explanation of any points.
20. Take rapid and appropriate action in emergencies such as fire, accident or disturbance. Call the University security section for support and the police if necessary.
21. Be aware of health and safety in the Lodge and work in a safe manner in accordance with the College's health and safety policy.
22. Attend training courses as necessary, such as first aid, health and safety and security courses.
23. Undertake any duties that may be considered appropriate for the experience and capabilities of a porter. The porter may be called upon to work in any part of the College, including the main Porters Lodge in Holywell Street.
24. Be prepared to cover shifts when there is a shortage of staff owing to holidays or sickness.

Reports to:

The head porter or the Senior day porter.

Person Specification

The lodge porter would be expected to meet the criteria as set out below:

Essential:

Experience in a customer service role;

Friendly, courteous manner;

Positive and flexible attitude;

Basic literacy and numeracy;

Ability to use email, basic Microsoft Office and to learn the systems and hardware in the Lodge (currently SALTO, Kx)

Trained in First Aid or willingness to achieve a full First Aid at Work certificate;

Ability to make decisions under pressure/in an emergency;

Be sufficiently fit to carry out patrols (investigating fire alarms etc) across the Sports Ground site.

Good record of reliability and punctuality.

Desirable:

Experience in a Porters Lodge.

SIA certificated.