



MAGDALENE COLLEGE
CAMBRIDGE



College Porter

Candidate Information Pack

April 2024

About Us

Magdalene College is one of the ancient Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are rightly proud of our history, we are a thoroughly modern and forward-looking College. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. However, there is also a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to junior members. There are around 600 undergraduate and postgraduate students, and just over 100 Fellows and the Master who together make up our warm and thriving College community.

The College employs just over 100 members of staff across various departments including Alumni and Development, Academic Office, Finance, Catering, Maintenance, Gardens, Libraries, Porters, Houskeeping and IT.

Further information is available from the College's website <http://www.magd.cam.ac.uk>

Department Information

The main Porters' Lodge is based in Magdalene Street and is staffed 24 hours per day, 365 days a year. The Porters' Lodge is the reception point for visitors and it is essential that our porters are polite, helpful and welcoming to all who need assistance. This can include external visitors, students in need of support as well as staff and fellows. The Porters Lodge is an important part of College life and it is essential that Porters support students during their studies as well as the wider College Community.

Role Summary

To assist the Head Porter in ensuring the provision of effective and efficient reception and support to students, staff, fellows and visitors. This is a varied role that touches all elements of college life. Porters are also responsible for providing a mail delivery service for the College and responding to any emergency situation such as fire alarm or security issue within the college and its associated buildings.

Responsible to: Head Porter



Job Description

Main Duties and Responsibilities

- Receive, welcome and assist all visitors, including conference delegates, Fellows, students and staff to the Porters' Lodge in a timely, efficient and helpful manner.
- To be available to support students 24 hours a day, 7 days a week. This may involve assisting with welfare matters, general enquiries and support
- Assist in the booking of guest and public rooms, as directed by the Head Porter.
- To work with the relevant student bodies in overseeing student social events such as Bops.
- Assist the Head Porter in the maintenance of discipline; ensure all students observe College rules and report any lapses to the appropriate authority.
- Develop and maintain awareness of procedures and provide necessary emergency duties in cases of fire, flood, accident or illness; monitor, test and obtain good working knowledge of College, Hostel and other designated property, fire and smoke alarm systems; carry out health and safety and fire checks as directed.
- Operate the telephone exchange; take and relay messages via the telephone or through the use of pigeonholes.
- Carry out basic computer duties and CCTV monitoring.
- Issue, receive and check room keys in accordance with administrative procedures.
- Carry out small maintenance jobs in an emergency.
- Assist with car and bicycle parking.
- Provide the timely and accurate collection, sorting and delivery of external and internal mail to pigeonholes in the Porters' Lodge (and to various College locations); ensure that off-site mail is franked/dispatched as appropriate. Redirect mail when required.
- Maintain administrative records as required by the Head Porter; ensure the overlap and timely handover of duties to the incoming Porters to include the relay of necessary information.
- Ensure the prompt reporting of any defects to the Maintenance Team.
- Administer punt hire between April and October.
- Ensure the security of College buildings, grounds and gates; monitor and respond to intruder alarms; patrol the College and College hostels and any other designated property as required and as specifically directed by the Head Porter
- Undertake other duties and responsibilities commensurate with the post from time to time as directed by the Head Porter.
- You will be required to become a qualified First Aider and Personal Alcohol Licence holder, and will be subject to an enhanced DBS check.

Person Specification

The following criteria are appropriate to this post:

Knowledge and experience:

1. Experience in a customer facing or customer service role
2. Experience of reception would be an advantage
3. IT literate

Personal skills and abilities:

1. Excellent interpersonal skills and the ability to communicate in a courteous, friendly and professional manner
2. Excellent telephone manner
3. Confidence to work alone, to self-motivate and to plan workload
4. Ability to remain calm and resolve problems tactfully
5. Approachable, conscientious, hardworking and reliable
6. Flexibility to work additional shifts when necessary



Remuneration and Benefits

Remuneration

The annual salary is £27,467 p.a. for 40.5 hours a week.

Hours of Work

The main Porters' Lodge is based in Magdalene Street and is staffed 24 hours per day, 365 days a year. The Porters' Lodge operates on a shift system of 4 shifts on of two 12 hour days followed by two 12 hour nights followed by 4 days off. One role will be on a permanent basis, the other on a fixed term basis for 4 months.

Holidays

The post holder will be entitled to 268 hours of annual leave a year, including bank holidays.

Pension

The post holder will join the College's auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

College Facilities for Staff

Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court. These can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football astro pitches can be booked through St John's College.

Magdalene is registered with Cyclescheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

Meals

All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £5.90 per day which equates to over £1300 per year for those working in College 5 days a week

Family Friendly policies

The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the staff handbook.

Staff are eligible to use the Tax Free Childcare scheme recently introduced by the government to replace Childcare Vouchers

Probationary Period/Notice

There will be a six-month probationary period. Upon successful completion of the probationary period, the notice period will be one month.

How to Apply

Please download and complete both parts of the application form from <https://www.magd.cam.ac.uk/about/vacancies/non-academic>.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is: HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

Enquiries

Further enquiries about your application may be made by email to hr@magd.cam.ac.uk

Closing Date

9am Friday 10th May 2024

Interviews

Interviews are yet to be scheduled





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