# Job Description

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<tr>
<th>Job Title: Deputy Head Porter</th>
<th>Post holder:</th>
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<td>Reporting To: Head Porter</td>
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## Main Purpose of Role/Overview:
Assist the Head Porter in the management of the Porters’ Lodge providing a friendly, welcoming and safe environment ensuring all Porters follow correct policies and procedures. As the first point of contact for College members and visitors, ensure the Porters’ Lodge provides a professional service to all.

## Main Responsibilities & Duties:

1. Supporting the Head Porter and deputising in their absence, manage, recruit, train and lead all Lodge staff and ensure the smooth running of the Lodge at all times. Administer rota and leave system to ensure minimum staffing levels are maintained at all time, working rota shifts in cases of annual leave or sickness.

2. Continually review and improve the procedures manual and processes ensuring that all procedures are adhered to and delivered to high standards. Plan ahead for special events and circumstances accordingly.

3. Ensure all Lodge staff receive and assist members of the College and visitors in a welcoming manner. Carry out other Lodge tasks including mail services, maintenance of pigeon holes, directing telephone calls, parcel management and processing till payments.

4. Ensure the College is a safe environment by upholding the general security of the College, controlling the issue and recording of door access cards and keys, university cards, operating security and CCTV systems, carry out regular patrols, fire systems and liaising with suppliers and local Police and Fire services as appropriate.

5. Maintain all aspects of fire safety, including fire drills, tests and inspections, ensuring all staff have appropriate knowledge of off-site properties Provide training as necessary. Undertake fire safety risk assessments of College estate.
6. Work with the Student Office regarding student matters as required and in emergency situations responding promptly, sensitively and with discretion in accordance with procedures, maintaining confidentiality at all times.

7. Ensure a visitor and contractor signing in process is carried out and maintain accident and incident books appropriately ensuring safety of onsite visitors and contractors.

8. Assist in conference business: issuing keys and documents, signing delegates in and out, helping with enquiries, storing luggage and ensuring appropriate signage is in place and staff are aware of events.

9. Occasionally attend the Head Porters’ association meetings and any other committees in the Head Porters absence disseminating information as appropriate.

10. Work with the Head Porter to analyse and monitor all costs and budgets, ensuring value for money.

11. Record and monitor storage in Oldham Hall and Warburton storage rooms.

12. Maintain a system of car parking permits for members of college and visitors and monitoring the car parking as appropriate.

13. Other duties as required including, collecting and delivering exam papers, giving the occasional tour of the College to prospective students and visitors, organising University publicity material for events, observing University flag flying days, assisting with snow clearance amongst other weather related.

*The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.*

**Scope/size of role (budgets, people, etc):**

**Significant internal/external relationships:**
Students, Fellows, staff, alumni, conference delegates, contractors, guests, other Porters’ Lodges, University security teams and members of the public