



Emmanuel College
Cambridge CB2 3AP

JOB DESCRIPTION for the post of Gate Porter (Full-time)
LINE MANAGER – Head Porter

BACKGROUND INFORMATION

This full-time position of Gate Porter offers a highly varied and engaging role, requiring a professional, approachable, and empathetic manner, along with discretion and flexibility.

The primary focus of the Gate Porter is to support the safety, wellbeing, and comfort of all members and guests of the College, while ensuring the security of the site. This role calls for resilience along with the ability to work collaboratively as part of a team and also independently, with a supportive approach when performing the key responsibilities outlined below.

As the first point of contact for visitors and in particular students especially overnight when the Porter's Lodge is open and crucial for student support. The Porter's Lodge plays a vital role in representing the College and the porters provide an essential front-facing service and contribute to the welcoming and inclusive atmosphere of the College community. The Lodge operates 24 hours a day, 7 days a week, so shifts are varied and include daytime, evening, or overnight hours, averaging 40 hours per week.

Our College is a busy and friendly environment located in heart of Cambridge, and we welcome applications from all individuals, regardless of their background.

SKILLS REQUIRED

We are looking for someone with:

- Strong interpersonal and communication skills, with a friendly and calm approach, particularly in relation to young people who may at times be experiencing mental health challenges. The ability to interact positively with a diverse range of individuals is essential.
- Excellent customer service ethos with a supportive and helpful personality, along with a professional and considerate approach to all duties
- The ability to multitask and work under pressure with a variety of customers demonstrating excellent customer service
- Good IT skills
- Ability to work as part of a supportive team but also work independently as the need arises.

PRINCIPAL RESPONSIBILITIES

Using own initiative but under the direction of the Head Porter or Deputy Head Porter, to ensure timely completion of work, in accordance with instructions as may from time to time be issued by the College, in connection with a variety of duties in the following areas:

1. General reception duties: these duties are wide ranging and include answering of general enquiries, direction of visitors, answering and dealing with incoming telephone calls and e-

mails and the sale of postcards and other sundry items.

2. Respond promptly and with professionalism at all times to routine enquiries either in person, by phone or via email.
3. Sorting or redirecting to the relevant party of all letters and parcels received at the Porters Lodge from a variety of sources. Franking and recording mail leaving the College and transporting the outgoing mail to the local post office.
4. Competently deal with a variety of Fire Procedures, including the activation and resetting of the various fire systems in the College, and the related action necessary when an incident occurs.
5. Respond to matters of security both within the main College site and the College properties away from the main site.
6. Recording, issue, and subsequent return of keys/computer generated key cards from all authorised persons in accordance with current procedures.
7. Monitor College CCTV system.
8. Take the necessary action to prevent or contain any incident that could cause damage, loss or a risk to safety within the college.
9. Be aware of and ensure that the various members of the College adhere to the College Rules, reporting any breach of College Rules to the Head Porter
10. Hold a current, valid First Aid certificate and be familiar with administering First Aid when required. (Training will be given where necessary). Mental Health First Aid training will be given.
11. To assist as required at official College functions and events, including those run by outside organisations where necessary.
12. The observance of recognised safety procedures and various College Policies including, but not limited to, the College Health & Safety policy, the Equal Opportunities Policy, the Computer Acceptable Use Policy and the College General Data Protection Regulations.
13. Any other duties and responsibilities consistent with the role of Porter as may be reasonably requested from time to time.

The above list of duties is not intended to be exhaustive since the role of Porter is constantly evolving - emphasising the need for the Porter to react to various circumstances as they arise.

THE REWARDS

The College Terms and Conditions of Employment provide for:

- A final salary contributory pension scheme, including life insurance benefit,
- 25 days annual holiday, in addition to the 8 statutory and public holidays in a full holiday year
- A meal is available at lunch time at College expense
- Travel to work loan scheme is available
- Use of the College Gym

The salary range is from £31,214 to £34,108 per annum, inclusive of 10% shift allowance, depending on experience.

A completed application form, along with a cover letter should be sent via email to hr@emma.cam.ac.uk and marked 'Strictly Private & Confidential'.

The closing date for receipt of completed applications is 4pm on Friday 13th June 2025

Please note this position may be withdrawn at any point should a large number of applications be received.

Emmanuel College is an equal opportunities employer. We have a policy of equality of opportunity for all staff. Applications are welcome regardless of race, colour, ethnic or national origin, sex, marital status, disability, sexual orientation, religious beliefs or age.

PERSON SPECIFICATION

JOB TITLE	GATE PORTER	
PERSONAL SPECIFICATION	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> GCSE (or equivalent) English and Mathematics 	<ul style="list-style-type: none"> Full valid driving licence
Skills & knowledge	<ul style="list-style-type: none"> Good IT skills, including MS Office Good administrative skills and attention to detail Excellent customer service skills 	<ul style="list-style-type: none"> Knowledge of Fire Safety Procedures
Relevant Experience	<ul style="list-style-type: none"> Experience working within a varied customer facing role. 	<ul style="list-style-type: none"> Experience of working in a range of customer facing roles
Personal Attributes	<ul style="list-style-type: none"> Excellent communication skills both verbally and in writing and ability to communicate effectively with a wide range of people. Ability to remain professional & calm under pressure. Good organisational skills. Ability to work as part of a team and also independently with a minimum of supervision. Flexible approach to work and adaptive to change and variety. Ability to use own initiative and develop/improve working practices. 	
Special Conditions (e.g. must hold driving licence/able to work weekends)	<ul style="list-style-type: none"> Will be required to work a 24/7 shift pattern throughout the year. 	<ul style="list-style-type: none"> Hold a current, valid First Aid Certificate and be familiar with administering First Aid (training will be provided)
Membership of a Professional Body	N/A	
Other Requirements	<ul style="list-style-type: none"> Ability to maintain absolute confidentiality. 	