Job Description

1. Job Details

Job title: Porter/Handyperson (Flats)
School/Support Department: Accommodation Services
Unit (if applicable): Property & Residential Services
Line Manager: Accommodation Manager

2. Job Purpose

Working alongside the Domestic Supervisor and housekeeping staff in most cases, to keep the flats and their environs clean and well maintained. This will entail carrying out minor repairs and litter, rubbish and furniture removal to ensure service standards are met for all residents.

3. Main Responsibilities

1. Keeping grounds, stairs, bin stores and outbuildings clean and litter free. Clearing of ice and snow in winter.  
2. Cleaning windows and high level cleaning  
3. Completing minor repairs and routine maintenance tasks in flats such as replacing bulbs, unblocking drains and minor joinery work.  
4. Completing fire alarm tests and fire equipment checks  
5. Moving furniture and delivering stores and household replacements  
6. Monitoring car parking and keep car park clear and secure  
7. Delivering of mail to flats and other sites and other messenger duties.

| % of time |  
| --- | --- |
| 20% |  
| 5% |  
| 30% |  
| 10% |  
| 20% |  
| 10% |  
| 5% |  

4. Planning and Organising

Work is allocated by the Accommodation Manager on a daily basis so little planning is required. May plan the order of their daily workload or organise routine monthly task round the allocated daily work load.

5. Problem Solving

The porter /handyman must decide how to effect the repairs he is charged to complete on a daily basis or whether they should be referred to a tradesman. He may require parts to do the work and requires to ensure he uses the correct items appropriately. Any difficulties or concerns other than this should be referred to the Accommodation Manager for resolution.

6. Decision Making

The post holder must decide daily which tasks he can complete himself and which tasks should be referred to a qualified tradesman. He should also decide where housekeeping staff require assistance instead of carrying out designated duties. Any other decisions should be referred to the Accommodation Manager.

7. Relationships

Dealing with a wide range of customers is an essential part of the job. The postholder must possess the necessary interpersonal skills to deal confidently and politely with a wide range of situations including complaints and requests for assistance and customers who may be students or vacation guests. The porter must also work well within the team on site by assisting the domestic staff where required in a helpful and willing manner.
8. **Knowledge, Skills and Experience Needed for Job Qualifications:**
   1. Ability to follow written and verbal instructions.
   2. Experience in using non-powered tools to carry out minor household repairs.
   3. Ability to deal in an appropriate manner with a wide range of customer behaviours including aggression, distress and cultural living differences.
   4. Ability to recognise and respond to the varying requirements of customers.

9. **Dimensions and Context**
   - The postholder's duties cover 70 to 100 flats housing 300 to 400 students in 2 or 3 locations.
   - Assisting a team of up to 15 domestic staff

The porter is normally allocated to a particular site, but full time staff must split their time between 2 sites with their time split between morning and afternoon.

10. **Any Other Relevant Information**
    A flexible approach is required as duties may be on other sites. Some dirty work may be involved.