Job Description

1. Job Details

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

2. Job Purpose

   Working alongside the Domestic Supervisor and housekeeping staff in most cases, to keep the halls/houses and 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 and leaf free. Clearing of ice and snow in winter.
   2. High level cleaning
   3. Completing minor repairs and routine maintenance tasks in residences such as replacing bulbs, unblocking drains and minor joinery work.
   4. Moving furniture, assist with laundry movement and delivering stores and household replacements
   5. Receive, sort and deliver mail to on site halls and other sites and other messenger duties as required.
   6. Tidying and emptying of bins in internal common areas in residences. Movement of council bins.
   
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4. Planning and Organising

   Work is allocated by the Portering and Security Manager initially on a daily basis and then further by liaison with the Domestic Supervisor so little planning is required. May plan the order of their daily workload.

5. Problem Solving

   Little problem solving required. If they have any concerns they should be referred to line manager or Domestic Supervisor.

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. Determine the safest way of performing tasks particularly in the movement of heavy objects. Any other decisions should be referred to the Portering and Security 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, conference 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.
   5. Ability to assess the Health and Safety implications of any task required and ensure all jobs are done safely.

9. **Dimensions and Context**
   - The post holders duties cover 300 to 400 student bedrooms in 1 to 3 locations.
     - These buildings have up to 6 floors
   - Assisting a team of up to 15 domestic staff
   - Part of a team of 11 porters and must be inter-changeable

10. **Any Other Relevant Information**
    The porters are based at Pollock Halls a large central student hub which is run as a hotel in the vacation. They are an integral part of the smooth operation of this site. The job holder can be called on to perform tasks not normally expected of the portering team.

    Heavy work is required, particularly with regard to removal of refuse, furniture relocation, deliveries etc.

    Due to the differing needs of the halls and houses at which the Porters are based and the differing needs of student residents and commercial guests the % of time spent on the main responsibilities will vary.

    Antisocial cleaning duties may be required from time to time and will be voluntary.