# Job Description

## 1. Job Details

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Porter (Van)</th>
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<tbody>
<tr>
<td>School/Support Department:</td>
<td>Accommodation Services</td>
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<tr>
<td>Unit (if applicable):</td>
<td>Property &amp; Residential Services</td>
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<tr>
<td>Line Manager:</td>
<td>Portering and Security Manager</td>
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## 2. Job Purpose

Through effective planning and use of the van, the jobholder aims to ensure that all sections of AS are serviced to the levels and standards required. Working alongside the Domestic Supervisor and housekeeping staff in most cases, to keep the halls/houses and flats and their environments 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. Receiving, sorting and delivery of all stores, including monthly delivery of toilet rolls, for all sections of AS  
2. Receiving, sorting and delivery of mail for flatted properties  
3. Completing minor repairs and routine maintenance tasks in residences such as replacing bulbs, unblocking drains and minor joinery work including the uplift, delivery and building of furniture  
4. Attend AS satellite units and deliver services listed below
   - Keeping grounds, stairs, bin stores and outbuildings clean and litter and leaf free. Clearing of ice and snow in winter.
   - High level cleaning
   - Moving furniture, assist with laundry movement and delivering stores and household replacements
   - Receive, sort and deliver mail to on site halls and other sites and other messenger duties as required.
   - Tidying and emptying of bins in internal common areas in residences. Movement of council bins.
5. Delivery, uplift and disposal of household furniture / beds, white goods and kitchen appliances  
6. Other miscellaneous roles including key handling, office and storage moves, car maintenance, paper receipt and delivery, occasional office tasks and training

| % of time | 28.5  
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<td>13</td>
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<td>19</td>
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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. May plan and prioritise the order of their daily workload.

## 5. Problem Solving

Problem solving required. Must be able to assess equipment to be moved, weight and location to ensure smooth and safe delivery of such items. 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. Ability to use and experience in using mechanical / hydraulic equipment
3. Experience in using non-powered tools to carry out minor household repairs.
4. Ability to deal in an appropriate manner with a wide range of customer behaviours including aggression, distress and cultural living differences.
5. Ability to recognise and respond to the varying requirements of customers.
6. 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 holder's duties cover all AS managed properties and residencies within, through out the city of Edinburgh. These buildings will vary in size and accessibility.
- Assisting teams of up to 15 domestic staff depending on which property being attended
- Part of a team of 11 porters and must be inter-changeable.
- Ability to receive and deal with deliveries of up to about 3 ton in weight
- Manage the loading of the van in a manner in which the weight of the load is distributed evenly

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 and the differing needs of student residents and commercial guests at which the Porters are based the % of time spent on the main responsibilities varies from.

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