JOB DESCRIPTION

1. JOB TITLE: Porter/Security

2. HRMS REFERENCE NUMBER: HRMS/13089

3. ROLE CODE: PSCS

4. DEPARTMENT: Facilities Management

5. ORGANISATION CHART:

6. JOB PURPOSE:
The Portering team provide a 24 hour security and first aid/health and safety service across all University sites. The role holder, as part of a team, will be the first point of contact for students, staff and external stakeholders on a daily basis. The role holder will be expected to drive to the various University sites on a daily basis in relation to security and health and safety aspects of the post.

The role also covers car parking and directing duties, monitoring of CCTV footage, testing of fire alarm equipment, regular patrols of the Estate, out of hours' mail and reception service and general security duties across the University's Estate as required.

7. BACKGROUND INFORMATION:
Facilities Management is a multi-disciplinary department providing a comprehensive estate planning and management service and a range of
facilities support services, in order to ensure that the University land and property assets and related physical resources are capable of supporting the academic and other business of the University, safely, effectively and efficiently. The University estate is split across two major sites, in Chester and Warrington. The University also owns the Kingsway and Riverside Buildings, which are substantial developments located about one mile from the main campus in Chester and which accommodates the Faculty of Arts and Media and Faculty of Health and Social Care respectively.

The Portering Team report into Facilities Management and are made up of 4 team leaders and 12 full time Porters working shifts across pre-set rota’s. Work involves night time and weekend work 365 days a year. Based at the Exton Park entrance of the University the Portering Team is the first point of contact for all security/first aid/health & safety incidents during the day as well as outside of office hours.

8. WORK PERFORMED AND/OR KEY RESULT AREAS:
8.1 Communicating Effectively
- Responsible for answering routine enquiries in person and on the phone on a daily basis relating to the Estate (such as directions for vehicles for visiting staff, contractors, other stakeholders such as conference delegates).
- Explaining procedures relating to first aid, security, parking to staff, students and external stakeholders.
- To make routine daily logs in the security log and escalate any incidents to relevant Departments (Head of Operations for Security, Estates Manager, Student Support and Guidance, Proctor’s Office).
- Contacting the emergency services when necessary regarding any incidents on site.
- Communicating with the Portering Team on a daily basis.

8.2 Leadership and Working Collaboratively
- To be an effective member of the Portering / Security Team.
- No Line Management or supervisory responsibility.

8.3 Liaison and Networking
- To issue and sign in/out keys and relevant information to students, contractors and conference delegates when necessary.
- To provide assistance to staff, students and other stakeholders when required in a professional manner.

8.4 Delivering a High Quality Standard of Service
- To provide a high level of customer service to all customers, including staff, students, conference delegates and external stakeholders (such as the emergency services)

8.5 Effective Decision Making
- When responding to queries, to take independent decisions on how to respond to queries, relevant processes, and who to refer queries onto.
• To make collaborative decisions with the Portering Team and Line Managers or other stakeholders (Head of Operations for Security, SSG, Proctor) on changes to operational processes that may improve the team and ensure the highest levels of service are provided at all times.

8.6 Planning and Organising Self and Others
• To take responsibility for planning and prioritising own work, within the requirements of the role as determined by the Portering Team Leader and Head of Operations for Security.

8.7 Innovation and Improvement (Effective Problem Solving)
• To resolve standard problems that arise, with reference to the Team Leader (such as minor first aid reports or false fire activations).
• To ensure that all serious security and first aid issues are dealt with swiftly and by following the appropriate processes as set out by University procedure.
• Checking and reporting of maintenance issues as required outside of office hours by following University procedure and ensuring any emergency maintenance issues are escalated swiftly in the appropriate manner (for example power failure or flooding).

8.8 Analysis and Research
• Maintaining the security log on a daily basis and notifying the Team Leader of any trends (for example numerous false fire activations in one property) to ensure that these can be resolved.

8.9 Sensory and Physical Demands
• The role holder will be based with the team in an office environment for the purposes of handover and monitoring of the site. However the nature of the post will mean the role is primarily based outside; undertaking campus checks 365 days a year in all weather, fire alarm checks, attending reported accidents and administering first aid around campus when required, driving to different sites as required and providing assistance to the Transport Manager when required and through agreement with team leaders.

8.10 Work Environment
• The role holder will be based in an office at the Exton Park entrance but will be expected to react to occurrences across the Estate.

8.11 Pastoral Care and Welfare
• Expected to show high levels of sensitivity to colleagues and customers (for example a distressed student, parent or local resident).
• To be aware of data protection requirements for students to ensure.

8.12 Team Development
• To provide information and guidance on portering/first aid/security processes to any new members of staff in the department.
8.13 Teaching and Learning Support
• This is not a requirement of the role.

8.14 Knowledge and Experience
• See person specification.

8.15 General
8.15.1 To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.

8.15.2 To take responsibility for upholding and complying with the University’s Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

8.15.3 To comply with all University Health and Safety policies.
**PERSON SPECIFICATION**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential / Desirable</th>
<th>Method of identification</th>
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<tbody>
<tr>
<td><strong>Qualifications:</strong></td>
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<td>NVQ level 3 or equivalent level qualification.</td>
<td>Essential</td>
<td>Application form/certificates</td>
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<td>Full Clean Driving Licence.</td>
<td>Essential</td>
<td>Application form/certificates</td>
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<td>First Aid at Work Certificate, or willingness to undertake.</td>
<td>Essential</td>
<td>Application form/certificates</td>
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<tr>
<td>ECDL, or equivalent, or willingness to undertake.</td>
<td>Desirable</td>
<td>Application form/certificate</td>
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<tr>
<td><strong>Proven Experience:</strong></td>
<td>Essential</td>
<td>Application form/ interview</td>
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<td>Proven experience within a security/portering or similar role.</td>
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<td>Experience of working in a Higher Education environment.</td>
<td>Desirable</td>
<td>Application form/ interview</td>
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<td><strong>Delivering academic and service excellence:</strong></td>
<td>Essential</td>
<td>Interview/ test</td>
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<td>Attention to detail.</td>
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<td><strong>Managing self and inspiring others:</strong></td>
<td>Essential</td>
<td>Application form/ interview/ test</td>
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<td>The ability to prioritise and use resources effectively.</td>
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<td><strong>Working together:</strong></td>
<td>Essential</td>
<td>Application form/ interview</td>
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<td>Effective communication skills.</td>
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<td>The ability to work effectively with others as a competent team member.</td>
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<td>Application form/ interview</td>
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<td><strong>Organisational and stakeholder awareness:</strong></td>
<td>Essential</td>
<td>Interview/ Test</td>
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<td>Ability to solve standard problems in accordance with procedures.</td>
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**Essential Requirements** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

**Desirable Requirements** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**Method of identification** is where the selection panel will match the candidate’s skills and abilities to the required criteria outlined (i.e. application form, interview, test)
UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT

FACILITIES MANAGEMENT
PORTER/SECURITY TEAM MEMBER

SALARY SCALE
University Scale OS3, points 7-10, £15,814 - £17,184 plus circa £5,500 shift allowance per annum payable monthly in arrears.

RESIDENCE REQUIREMENT
It is a requirement of this post that within 12 months of appointment, the post-holder should live within a 30 mile radius or within a one hour travelling time by public transport from the University.

HOURS OF WORK
40.25 hours per week to be work following a rota shift pattern as follows (in accordance with the Porters rota):

Day Shift 11 hours 8am – 8pm including one hour unpaid lunch break
Night Shift 12 hours 8pm – 8am including one half-hour paid meal break.
As this is a paid break, staff are expected to remain on the College campus.

Shifts are worked over a 28 day period. Flexibility is required as it may be necessary to vary or extend the hours of work to cover sickness and holidays. Attendance will be required on Public Holidays and during the Easter and Christmas/New Year vacation periods, according to the rota. A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT
178 hours rising to 218 hours after 5 years service. Two extra statutory days per annum during the Christmas period.

DISCLOSURE & BARRING SERVICE CHECKS
The successful applicant will have to undergo a DBS check before an appointment can be made.

MEDICAL EXAMINATION
Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

FIRST AID AT WORK CERTIFICATE
An offer of employment is subject to the candidate either holding a current First Aid at Work Certificate or successfully completing a training course within the first six months of employment, and undergoing training thereafter, as necessary.

UNIFORMS
A uniform will be provided, which must be kept in a clean and presentable condition and always worn whilst on duty.

ESSENTIAL CERTIFICATES
Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.
PENSION SCHEME
The University operates two pension schemes for support staff:
The default scheme is the Higher Education Defined Contribution Scheme (HEDCS),
which is administered by Friends Life.
The Cheshire Local Government Pension Scheme, to which the University is an
admitted body.
All support staff are entitled to participate in one of these schemes. Some staff will
be automatically enrolled into a scheme, depending on their age and earnings, but if
they do not wish to remain a member of the scheme, they will be entitled to opt out
after enrolment.

EQUAL OPPORTUNITIES
The University has a policy of equal opportunity aimed at treating all applicants for
employment fairly.

SMOKING POLICY
The University operates a No-Smoking policy.

PROBATIONARY PERIOD
A nine months' probationary period applies to all University posts.

CLOSING DATE
Completed application forms should be submitted via our online webrecruitment page
no later than Thursday 27th February 2014, quoting reference number HRMS/13089.