Job Title: College Custodian

Reports to: Head Porter

Hours of work: Variable on a daily rotation basis during the period of Easter to end of September with ad hoc occasional hours during at other times of the year. Majority of hours are worked between 10am and 5pm.

Purpose of the Job:

Provide efficient, friendly and helpful service at the College entrances to welcome and assist the summer tourists, other visitors to Clare, University and Clare College members. Contain the numbers of tourists entering the College to a level that will not adversely affect the normal running of the College, whilst still meeting income targets. Maintain quiet in the College during quiet periods and examinations and limit passage through College to University members only when required. Discretely monitor the conduct of College members and visitors by regularly patrolling College grounds and advising politely people, where necessary, of the need to conduct themselves in the appropriate manner. Maintain an awareness for any activity by any person that may damage the College gardens or buildings or breach College rules and take appropriate action.

Main duties:

- Be smartly dressed when working in the uniform provided and present a good image for the College.
- Communicate in a friendly and polite manner.
- Maintain awareness for any activity by any person that may damage the College gardens or buildings and take appropriate action.
- Carry out duties for safety, security and “front of house” to a standard comparable to the best of other Cambridge Colleges
- Deal efficiently with enquiries from members of the College and visitors.
- Ensure the tourist aspects of the College are controlled effectively keeping areas closed or open according to College needs
- Deal with any emergency in a professional manner and adhere to Health and Safety rules
- Support team members and the Head Porter in achieving high standards of service in relation to all of the tasks listed above
- Exercise care when dealing with money to calculate costs correctly and give the right change to keep accounts correct.
- Ensure money is banked regularly with Bursary or Porters Lodge as directed
- Undertake such other duties as may reasonably be required in this position