



CLARE COLLEGE

UNIVERSITY OF CAMBRIDGE

Head Porter - Candidate Information Pack
April 2023



Founded in 1326, Clare College is the second oldest of the 31 Colleges in the University of Cambridge. Regarded as one of the most progressive and informal, it is renowned as a College which achieves academically at the highest levels, whilst also being welcoming, forward-thinking, and inclusive. It is consistently one of the most popular choices amongst prospective applicants.

Clare was among the first three traditionally male Colleges to admit women and is celebrating 50 years of undergraduate co-education in the academic year 2022-23. It has won praise for the transparency of its admissions process and is notable for its early commitment to encouraging young people to apply to university, whatever their school or background. Around two-thirds of the College's undergraduates come from state schools.

Clare's aim is to inspire students to achieve their full academic potential at both undergraduate and graduate level. Small-group teaching through the supervision system and maintaining pastoral support through the tutorial system are central to the College. Our graduate community is impressively dynamic and diverse, bringing together a variety of different cultures, disciplines and perspectives from around the globe. Students also pursue a wealth of other interests beyond their course. It is known as one of the most musical colleges in Cambridge and its choir has performed all over the world. The College's students regularly participate and excel in a range of sports, arts, and other activities.

The College has more than a hundred Fellows, approximately three hundred graduate students and five hundred undergraduates, involved in all branches of University study, and supported by over a hundred members of staff. There are over 9,000 living alumni with whom the College has strong and warm relationships.

Notable alumni include David Attenborough, Rowan Williams, Skip Gates, Gillian Tett, David Cannadine, Allison Pearson, Anthony Appiah, John Rutter, Elin Manahan Thomas, Richard Stilgoe and many others.

Located in the heart of Cambridge city centre, close to many university faculties and departments, the College is extraordinarily beautiful and famed for its gardens on "the Backs". Clare's Old Court, a Grade I listed building, is the centre of the College and is unique among the ancient Cambridge colleges in having maintained its architectural integrity.

Old Court, which is currently undergoing an ambitious renovation and is the focus of the largest capital fundraising campaign ever seen in a Cambridge College, is an exquisite example of the traditional Cambridge court, enclosed on all four sides and open to the sky. The oldest of Cambridge's bridges leads across the Cam from Old Court to the Avenue, famed for its displays of flowers in spring. Across the road sits Memorial Court, home to a significant portion of the College's students, several administrative departments, and the College Library. Lerner Court, including the Gillespie Centre, is also accessed via Memorial Court.

Clare graduates around the world have forged successful careers in fields such as law, medicine, journalism, science, public service, and the arts, prepared and inspired by their time at the College.

For further information about the College, please visit www.clare.cam.ac.uk.

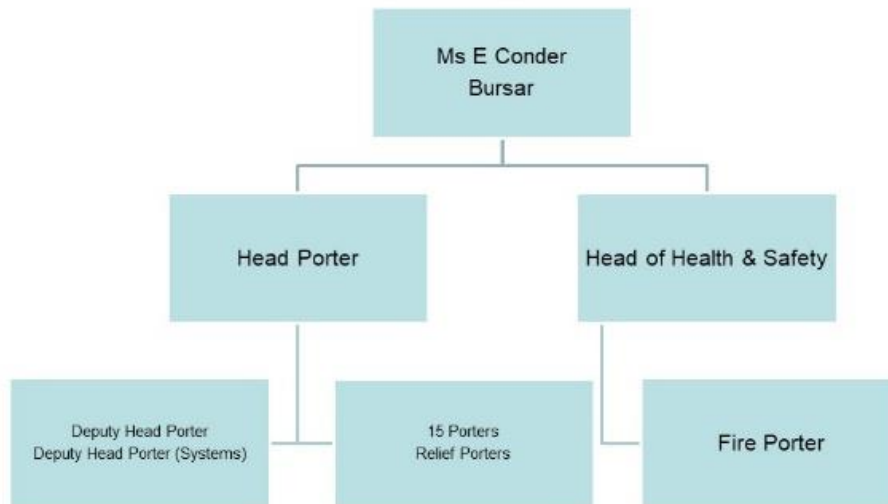


The Opportunity

The role of Head Porter is a senior leadership role, crucial to College life with a wide ranging remit. Reporting to the Bursar, this role makes a vital contribution to the smooth running of the College, through collaboration across a varied and diverse community, and a large estate.

As well as managing a welcoming hospitable first class front of house function based at the three Porters' Lodges on the main College sites, the Head Porter is responsible for the monitoring and continuous improvement of the College's visitor and security processes and policies.

Porters Organisational Chart



Main duties & responsibilities

Key Responsibilities

- As a Head of Department, be an active and collaborative participant in the College's leadership team and a positive role model within the College community.
- Provides a first class "front of house" with culture of providing strong customer service to all college members and external visitors.
- Assist with student matters in liaison with the Senior Tutor and Dean of Students
- Maintain the security of the College community and estate.
- Maintain a first response function including out-of-hours emergencies
- Calmly manage any crisis situation and be able to make any necessary decision to mitigate/defuse situation.
- Lead on the maintenance of the College's Business Continuity Plan and head the College's Silver Team as and when required to meet under the Business Continuity Plan.
- Demonstrate an inclusive management style and encourage a collaborative team atmosphere.
- Implement ways of working that result in a high performing team, including identifying development or training needs, nurturing talent and managing any under performance
- Lead and develop the Porters
- Ensure team is working within and fully compliant with HR and Health, Safety and Fire policies and procedures of the College

Security

- Be responsible for raising any matter which constitutes a security risk/issue within the College to the Bursar. Liaise with the University Security Office and Police where necessary.
- Lead the day to day delivery and continuous development of security services to ensure that the College sites are secured and safe
- Provide advice and recommendations on safety and security in relation to planned events.

- Be responsible for the security of the Gates to the College and replacement of locks as and when required
- Overall responsible for the issue of University cards to all members of the College
- Lead on the investigation and reporting of major college incidents affecting security ensuring that preventative measures are implemented to minimise future occurrences

Team Leadership

- Be a proactive and positive member of the operational leadership team
- Inspire the team to develop, grow and have fulfilling careers
- Drive high levels of productivity
- Organise, lead, and motivate the teams to develop professional service standards and ensure that staff are contributing to high quality service delivery

Financial Management

- Preparing budget forecasts and control departmental expenditure for the Portering Department.
- To apply rigorous, cost control to the budget, and adopting an approach of continuous improvement of service and costs

Environmental sustainability

- Champion the College's environment policy and applying to Porters' activities as appropriate.
- Develop, implement and enable improvements within environmental standards where possible

Additional Responsibilities

- Be responsible for the implementation of the Parking Policy
- Be responsible for the booking of some rooms
- Assist with ceremonial activities

Person specification

Criteria	Description	Essential or Desirable
Qualifications	<ul style="list-style-type: none"> IOSH Managing Safely 	D
Experience	<ul style="list-style-type: none"> Leading and developing a high performing team Experience of providing excellent customer service Managing the security of a 24/7 operation of a large site Experience of managing budgets 	E E E D
Personal attributes	<ul style="list-style-type: none"> Calm and able to make decisions under pressure A drive for continuous improvement Excellent communication skills across all audiences Problem solving skills Ability to take into account different views or priorities before making balanced recommendations or taking action Ability to deal with people professionally, politely and sensitively at all levels both verbally and in writing 	E E E E E E
Additional Requirements	The general working hours for this post are 37.5 hours per week. The Head Porter may be required to attend out of hours/weekends/major incidents at any time.	

Terms & Conditions

Salary

The salary for this full-time post will be between £42,000 - £46,000 p.a. and is dependent on experience. A non-contractual bonus is paid to staff every November (subject to eligibility). The role requires working outside of office hours on occasions.

Holidays

34 days annual leave per annum (including Bank Holidays).

Salary Reviews

The salary increases annually with the cost of living and will be reviewed every year.

Pension

The College offers membership of a Defined Contribution Pension Salary Sacrifice Scheme to eligible staff after a qualifying period of 12 weeks. The standard contribution rates for this scheme start at 3% by the employee and 6% by the College. Every January staff will have the opportunity of increasing their contribution from 3% to 4/5/6 or 7% and the College will increase their contribution in line with this so 8/10/12 or 14%.

Relocation Loan Scheme

The College offers staff relocating to within a 20 mile radius of the College an interest free loan, up to the value of three months' net pay, or up to a maximum of £5,000, whichever is the lesser amount.

The loan would be solely for the purpose of the removal costs, security deposit, first month's rent and/or any legal or administration fees associated with moving into or between accommodations.

Staff will pay back the loan to the College over 12 equal monthly payments directly from their monthly salary and agree to an extended period of notice of 3 months duration

Access to a 'cash plan' healthcare scheme (currently provided by Medicash)

Medicash' is a cash plan scheme that allows staff to claim back costs towards their everyday health care costs, such as sight tests or dental check-ups. The College provides membership of the scheme to eligible staff free of charge. This represents a taxable benefit.

Group Life Insurance Cover

The College provides Group Life Insurance cover (also known as 'Death in Service' benefit) for all its non-casual employees. It pays out a lump sum of two times' annual salary to the family or next of kin for an employee in the event of their death while employed by the College.

Travel to Work Loan

Staff on a contract of three months or more can apply for a travel to work loan, which is an interest free loan, up to the value of one month's net pay, or up to a maximum of £2,500, whichever is the lesser amount.

The loan will be for the purpose of purchasing an annual bus or rail ticket (the Travel to Work Loan cannot be used for tickets of a duration of less than a year) at standard class travel, or to assist with the purchase of a bicycle and associated safety equipment. Staff will need to produce receipts.

The loan will be paid back over 12 equal monthly payments directly from their monthly salary.

Employee Assistance Programme

The College provides all staff with membership of an Employee Assistance Programme which can provide help with every day issues including work, family, relationships, money and health.

Meal allowance in the College's Buttery Dining Room

Staff can enjoy a range of hot and cold meal options subject to a daily monetary limit of £5.00

Cycle to Work Scheme

The College has a cycle to work salary sacrifice scheme in place and can also provide access to secure cycle parking for those who wish to cycle to work.

In addition, staff who wish to park are provided with car parking facilities close to the College, subject to availability.

How to apply

Please apply by completing an Application Form and a covering letter highlighting your suitability for the position to Sally Hewings, HR Manager, at sh435@clare.cam.ac.uk.

The closing date for this position is 19 May 2023.

We are committed to employing a workforce that reflects the diverse community of Clare, regardless of age, disability, gender and transgender status, race and ethnicity, religion, marriage or civil partnership status or sexual orientation.



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