

RECEPTION PORTER (CASUAL, FIXED TERM)

OVERVIEW	
Job title:	Reception Porter (Casual, Fixed Term)
Responsible to:	Residential Business Manager
Responsible for:	N/A
Working alongside:	College Receptionists, Resident Tutors
Grade:	Grade 3, St John's College Graded Pay Scale
Salary:	£13.25 per hour
Contract type:	Casual, zero hours contract Fixed Term (01 June – 31 December 2025)
Working arrangements:	Zero Hours Shifts that might be required: 15:45-23:00 work week; or 08:45-16:00 / 15:45-23:00 during weekend
Pension:	N/A
Holidays:	N/A - holiday allowance paid in monthly salary
Start date:	01 June 2025
Closing date for applications:	18 May 2025
Interview date:	27 May 2025

ABOUT ST JOHN'S COLLEGE

St John's College is like no other Durham college. Founded in 1909 and set in a series of beautiful, listed buildings in the heart of Durham city, our community enjoys stunning views of Durham Cathedral and boasts gardens and lawns stretching down to the River Wear. We are one of the smallest colleges, renowned for our lively and welcoming atmosphere. Each year we have around 270 students resident in the College – undergraduates and postgraduates studying for degrees at Durham University, as well as students of Cranmer Hall, a theological College within St John's. The College has a degree of independence within the University, both financially and in its governance, meaning that we have the freedom to do things a little differently. Throughout the year, the College's Christian ethos translates into warm hospitality. All our different staff teams work closely together with our students to create the unique John's experience.

JOB SUMMARY AND PURPOSE

St John's College is inviting applications for a Reception Porter (Casual) to play a key role in providing operational and residential services at the College on evenings and weekends. The College is committed to delivering the highest possible standards of service and customer care for our students and visitors, and the role of the Reception Porter is a key front-line post in ensuring this objective is maintained.

The role encompasses the following areas of responsibility: reception and residential services, security, maintenance, and portering. Critically, the Reception Porters are the first point of call for student issues and incidents and emergencies out of hours.

The post holder will be part of a wider team working to provide cover for reception out of office hours, normally between the hours of 16:00 and 23:00 (Monday – Friday) and 08:45 – 23:00 (weekends), but can also be invited to cover daily shifts (08:00 – 16:00)

The Reception Porters work as part of a wider team of administrative and student services staff.

The post-holder will need to demonstrate an enthusiasm towards ongoing business development within the College's operational model and will work flexibly, adapting quickly to change and contributing ideas for continuous improvement, as well as proactively engaging in formal and informal learning and development activities.

KEY RESPONSIBILITIES

Reception, residential & student services

- Work from the Reception helpdesk in College to provide frontline residential services and operational functionality, working to agreed procedures and as part of a wider team.
- Provide a responsive and professional service to a wide range of stakeholders, including current students, residents, visitors and internal and external colleagues through a range of communication methods.
- Respond to queries and record information systematically in accordance with procedures, including the use of a shared email inbox and escalating more specialist and complex queries or issues to more experienced team members.
- Receive, sort, prepare and issue mail, parcels and general paper correspondence.
- Use in-house computer systems for fault reporting, room bookings, parking permits, review of room set-up and other duties as required.
- Act as first point of contact and designated staff member for incidents and emergencies, signposting and escalating to relevant staff as required.
- Be vigilant for and alert to student welfare issues, maintaining strict confidentiality at all times and being aware of student support structures and processes for signposting and referrals.

Security and maintenance

- Learn and apply guidelines and risk assessments to ensure safe and secure practices when working in different environments, ensuring the general safety and security of all students, staff, and visitors who may be impacted upon by the operations of the College.
- Carry out regular internal and external security patrols.
- Learn about the hazards and risks within own area of work and report incidents in accordance with recognised procedures and protocols.
- Set up conference and meeting rooms and move resources.
- Assist team members to collect, carry and transport equipment and resources.
- Carry out basic maintenance and repair tasks.
- Contribute to the development of a fire safety culture within the community and support fire safety awareness initiatives
- Act as Duty Fire Warden when on duty and also carry out routine fire checks as outlined in the College Fire Safety Policy.



Other

- Maintain awareness of and compliance with relevant University and College policies, regulations and procedures.
- Maintain continuing professional development.
- Digital participation skills e.g. using digital tools to collaborate effectively; appreciating different cultural, social and communicational norms online.
- Undertake all other duties appropriate to the grade and role, as directed by the Residential Business Manager, Facilities Manager and College Officers.

PERSON SPECIFICATION

This role is subject to the successful applicant providing proof of eligibility to work in the UK.

A satisfactory DBS declaration is required at the time of taking up the post.

	Criteria	Essential	Desirable
	Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).	x	
	Ability to listen to and support Higher Education students from a range of backgrounds and cultures, act appropriately and promptly.	x	
	Good communication skills including a high standard of written English and the ability to develop effective working relationships, both internally and externally.	x	
	A calm and mature approach, and ability to take charge in emergency or unexpected situations.	x	
	Willingness to work evenings and weekends on a rota basis overnight during weekdays, weekends and some major UK holidays.	x	
	Evidence of personal development to maintain and develop skills.	x	
	Demonstrable competence with IT including experience of standard Microsoft Office applications.	x	
	Experience of seeking opportunities for business improvement within an organisation /implementing policy and procedures and involvement with future changes for a service area.	x	
	A good understanding of issues associated with confidentiality and information sharing.	x	
	Ability to manage own time and prioritise workload.	x	

APPLICATION PROCESS

Applications should be by letter or by email with accompanying CV and should contain the names, addresses, email details and telephone numbers of 2 referees. All documents should be posted or emailed to: marija.huljak@durham.ac.uk
For an informal conversation, please contact Marija Huljak on marija.huljak@durham.ac.uk

Closing date for applications: 18 May 2025

Date for interview: 27 May 2025