# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>NON RESIDENTIAL PORTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>ESTATES</td>
</tr>
<tr>
<td>Job type</td>
<td>MANUAL</td>
</tr>
<tr>
<td>Grade:</td>
<td>RHUL 3</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>ESTATES BUILDING COORDINATOR</td>
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<tr>
<td>Accountable for:</td>
<td>NONE</td>
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</tbody>
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**Purpose of the Post**

The post holder is to provide support as part of the Academic Portering Team. As well as carrying out day to day portering across the campus, the role holder will deliver the service provision to provide a flexible customer focused response.

**Key Tasks**

a) To be the focal point for carrying out requests for Portering and to follow a daily schedule as directed.

b) Contribute to the goal of providing academic spaces which are safe, clean, and provide the best possible experience for students, staff and visitors.

c) Setting up and breaking down of rooms around the campus for teaching, conferences, functions and events to meet the needs of all clients

d) To carry out routine maintenance fault reporting in buildings.

e) To resource special College functions such as Graduation, Examinations, Open Days, and Conference business.

f) Periodically contributing proactively to maintaining the areas surrounding the College buildings and its pathway are free from debris and some litter picking duties.

g) Moving furniture, furnishing, equipment, stores as required.

h) Van driving as required by the Premises Coordinator.
i) Assisting the Premises Coordinators with movement of and cleaning material trolleys, deliveries, etc.

j) Maintaining the appearance, posting and removal of notices to notice boards and the posting and removal of notices from other locations as per established standards and procedures.

k) To assist with the College’s recycling objectives by collecting and transporting recallable materials as requested.

l) To cover for holidays and sickness absence at other sites as directed by the Premises Manager.

m) To attend training events as required.

n) To participate in meetings and briefings as required.

o) To deal sympathetically, professionally and promptly with all complaints as per the established complaint’s procedure.

p) To comply with health and safety regulations and safe systems of work, taking remedial action as necessary.

q) To deal with customer requests via the College’s software system - Kinetix and Scientia.

r) To assist with Postal deliveries, from time to time, when necessary.

s) This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post, which are commensurate with the grade. It will be reviewed with the post holder on an annual basis.

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

Academic departments, administrators