# JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Estates Porter (Non-Residential)</th>
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<tbody>
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<td><strong>Department / Unit:</strong></td>
<td>Estates</td>
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<tr>
<td><strong>Grade:</strong></td>
<td>RHUL 3</td>
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<td><strong>Accountable to:</strong></td>
<td>Estates Building Coordinator</td>
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</tbody>
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## Purpose of the Post

The post holder will join the busy Estates Portering Team. As well as carrying out day to day tasks across the campus, the role holder will be expected to provide a flexible, customer-focused service to all staff and external clients.

## Key Tasks

a) To be the focal point for carrying out requests for Portering and to follow a daily schedule as directed by the Estates Building Coordinators. This will include tasks such as: the setup of rooms and College spaces for day to day teaching; the small and large-scale relocation of furniture, furnishings and equipment, including office moves; the delivery and assembly of furniture; the setup and breakdown of basic IT equipment; and the collection and disposal of recyclable waste from College buildings.

b) To contribute to the goal of providing academic spaces which are safe, tidy, set up according to requirements, and which provide the best possible experience for students, staff and visitors.

c) To report routine maintenance faults in buildings when observed.

d) The set-up of furniture and equipment, as instructed, for regular College functions such as Graduation, Examinations, Open Days and Festivals.

e) Setting up and breaking down of rooms around the campus to support the commercial aspects of the College’s business. This includes conferences and catered events to meet the standards and requirements of all external clients and visitors.

f) To contribute proactively to ensuring College buildings and pathways are free all obstructions in line with Health and Safety requirements.

g) To drive the team Luton van when required.

h) To proactively assist in achieving the College’s recycling objectives and targets by collecting and transporting materials as requested.
i) To attend training events as required and to participate in meetings and briefings as required.

j) To deal sympathetically, professionally and promptly with all complaints received.

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

l) To assist with large postal deliveries when required.

### Other Duties

This job description is not intended to be an exhaustive list of duties but to give a guide to the range of responsibilities and requirements of the post, which are commensurate with the grade. These duties 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 when requested by his/her manager and will be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

All College employees including the members of the Senior Management Team