

## JOB DESCRIPTION

<b>Job Title:</b>	Non-Residential Porter
<b>Department / Unit:</b>	Estates
<b>Job type</b>	Professional Services - Manual
<b>Grade:</b>	RHUL 4
<b>Accountable to:</b>	Strategic Space Project Manager
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>The post holder will join the busy Estates Porter Team. As well as carrying out day to day tasks across the campus, the role holder will be expected to provide a flexible, friendly, customer-focused service to all College personnel and external clients and to ensure that the service offered meets and, where possible, exceeds customer expectations and demands, thereby maintaining the reputation of the Porter and Estates team.</p>	
<b>Key Tasks</b>	
<p>a) To follow a daily schedule as directed by the Estates Building Coordinators (EBCs). This will include tasks such as: the setup of teaching spaces for day-to-day use; office moves to include the relocation of furniture; furnishings, equipment and belongings; the delivery and assembly of furniture; the setup and breakdown of IT equipment; the collection and disposal of confidential and recyclable waste from College buildings and the emptying of vacated rooms or buildings to clear for repurposing.</p> <p>b) To contribute to the goal of providing academic spaces which are safe, tidy, and set up according to requirements to provide the best possible experience for students, staff and visitors.</p> <p>c) To report any faults found in buildings to the Maintenance team.</p> <p>d) The set-up of furniture and equipment, as instructed, for regular College functions such as Graduation, Examinations, Open Days and Festivals.</p> <p>e) To set up and break down rooms around Campus when requested to support the Commercial and Conference events provided by the College. This includes a variety of business and catered events booked by external clients and visitors.</p>	

- f) To contribute proactively to ensuring College buildings and pathways are free from all obstructions in line with Health and Safety requirements.
- g) To drive the team Luton vans daily and to complete a list of weekly vehicle maintenance tasks.
- h) To proactively assist in achieving the College's recycling objectives and targets by collecting and transporting materials as requested for targeted disposal.
- i) To attend training events such as manual handling and to participate in meetings and briefings as required.
- j) To deal sympathetically and professionally with all complaints received and to pass feedback to the EBCs to drive service improvements.
- k) To comply with health and safety regulations related to safe systems of work, taking remedial action as necessary.
- l) To maintain storage areas to maximise capacities whilst ensuring ease of access.
- m) To maintain the appearance of the Campus by removing unauthorised or out-of-date notices.

#### **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 their manager. This may include such handyman tasks using power tools, furniture assembly, removal of shelving, assisting other College teams with larger tasks.

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**

The post holder will be required to liaise daily with a wide range of people from across the College who cover a variety of roles, including students, senior management and staff of all levels.

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable	Tested By Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b> A good standard of education and experience in a similar role, to include manual handling.	E		Application
<b>Skills and/or Abilities</b> Basic IT and keyboard skills, to include a working knowledge of Microsoft Word and Outlook. Good communication & interpersonal skills. Good organisational skills and a high attention to detail. Pro-active attitude and the willingness to learn new skills. Experience in use of basic hand tools The ability to collect information and to complete surveys or written report logs.	E  E	D   D D D	Interview  Application Application Interview Interview Interview
<b>Experience</b> Experience in working as part of a team to deliver a high-quality service. Experience of working in a busy customer-facing environment. Experience of working to fixed targets and deadlines and the ability to complete routine duties with minimum supervision. Ability to work under pressure in a demanding working environment.	E  E  E	D	Application Application Interview Interview
<b>Other requirements</b> Ability to undertake the physical aspects of the role, e.g. Lifting, manoeuvring and carrying large objects. Flexibility around working some evenings and weekends.	E  E		Interview  Application

