



JOB DESCRIPTION

Job Title:	Non-Residential Porter
Department / Unit:	Estates
Job type	Professional Services – Full Time, Permanent
Grade:	RHUL 4
Accountable to:	Strategic Space Project Manager
Accountable for:	N/A
Purpose of the Post	
<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 University 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>	
Key Tasks	
<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 University 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 University 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 University. This includes a variety of business and catered events booked by external clients and visitors.</p>	

- f) To contribute proactively to ensuring University 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 University'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 University. 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 University 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.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

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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Department: Estates

	Essential	Desirable
Knowledge, Education, Qualifications and Training		
A good standard of education and experience in a similar role, to include manual handling.	x	
Full manual UK driving licence	x	
Skills and/or Abilities		
Basic IT and keyboard skills, to include a working knowledge of Microsoft Word and Outlook.		x
Good communication & interpersonal skills.	x	
Good organisational skills and a high attention to detail.		x
Pro-active attitude and the willingness to learn new skills.	x	
Experience in use of basic hand tools		x
The ability to collect information and to complete surveys or written report logs.		x
Experience		
Experience in working as part of a team to deliver a high-quality service.	x	
Experience of working in a busy customer-facing environment.		x
Experience of working to fixed targets and deadlines and the ability to complete routine duties with minimum supervision.	x	
Ability to work under pressure in a demanding working environment.	x	
Experience of driving Luton Vans		x

Other requirements		
Ability to undertake the physical aspects of the role, e.g. Lifting, manoeuvring and carrying large objects.	x	
Flexibility around working some evenings and weekends.	x	