

## Porter

### Full-Time, Permanent Contract

### Facilities Department

Whitgift is one of Britain's leading independent boarding and day schools for boys aged between 10 and 18 years, with approximately 1500 pupils and over one hundred boarding or flexi-boarding pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys facilities of outstanding quality, amongst the best available nationally, in a beautiful parkland estate in South Croydon with excellent links to London, Surrey and the south coast.

We are seeking to appoint a Porter to ensure the smooth and efficient running of the front of house element of the School.

The Porters are often the interface between the School and members of the public and parents. As the first member of staff that a visitor meets, they have a very important role to play in presenting the School in the best possible light and should always be professional and act in a polite and courteous manner. They are also a key component of the Facilities Team in preparing the School for day-to-day activities and special events.

The Porters' hours extend beyond those normally worked by other members of staff, and they, therefore, have a very considerable role to play in security, fire prevention and energy conservation. Their presence often deters the casual intruder, and in an emergency, they are often the first person on the scene.

The Porter is responsible, through the Head Porter and Deputy Director of Estates & Facilities to the Director of Estates & Facilities. The position is available from September 2023.

#### **OUTLINE OF POST:**

The duties will include all aspects of car parking, reception, security, administration, house-keeping, setting out of furniture, erection of publicity screens, first aid, fire prevention and other similar or related duties as directed or required by the Headmaster, Senior Deputy, Director of Estates & Facilities or Deputy Director of Estates & Facilities. These duties all call for flexibility and a willingness to assist with the smooth running of the School.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

##### **RECEPTION/CAR PARKING**

- Manning of the Access Control Point in order to control all access to the School, both vehicular and pedestrian
- Overseeing the Terrace and ensuring good order and safety
- Directing visitors to Main Reception or other pre-designated point and, if required, to appropriate car parking or other areas
- Manning of Main Reception, including:
  - Booking in/out visitors
  - Calling hosts
  - Giving directions/escorting visitors
  - Receiving deliveries
  - Taking phone calls
  - Passing on messages

## SECURITY

- Liaising with the Security Contractor and maintaining operational oversight of their duties
- Unlocking of the School at the start of the day
- Controlling the master set of keys
- Monitoring CCTV
- Unlocking and locking specific rooms or areas of the School as required
- Checking and securing the School at the end of the day
- Setting of alarms and responding to any activation
- Calling of Emergency Services if required
- Patrolling the campus and local routes before and after School to ensure the safety of pupils
- Overseeing pupil recreation areas at morning and lunchtime breaks

## ADMINISTRATION

- Receiving and sorting the mail delivery
- Sorting and delivering internal mail
- Posting of parcels and letters
- Twice weekly trips to the John Whitgift Foundation (Head Office) to deliver and collect mail
- Collection or delivery of items away from the School site
- Assisting with handling, unpacking and delivery of stationery

## HOUSE KEEPING

- Routine patrolling to maintain the safety and cleanliness of the School and to identify and record any defects
- Recording window breakages and liaising with the contractor to effect repair
- Recording door set issues and liaising with the School's locksmith
- Organising emergency repairs direct with the contractor, if necessary, or through the Deputy Director of Estates & Facilities/Head of Maintenance
- Passing to the Head of Maintenance details of minor damage and repairs to the buildings and to furniture
- Reporting cleaning issues to the Cleaning Supervisor
- Ensuring all clocks are correctly set
- Setting and altering of School lesson bells in accordance with instructions from senior staff
- Checking toilets on a timetabled basis as required to ensure their cleanliness is maintained

## FURNITURE

- Taking the lead with the movement and layout of furniture and equipment around the School for daily activities and special events
- Liaising with the Facilities Coordinator or other responsible person to ensure that the layout of rooms accords with the requirements

## **FIRST AID**

- Administering first aid to pupils and staff
- Liaising with parents where a boy needs to go home or requires hospital treatment
- Escorting boys to hospital, if required, who require further treatment
- Maintaining a record of all accidents treated and first aid given

## **FIRE PRECAUTIONS**

- Carrying out a weekly fire alarm test as directed by the Senior Deputy and maintaining the fire log
- Bringing to the attention of the Senior Deputy or Director of Estates & Facilities any concerns about fire safety or obstruction of fire exits in the School
- Acting as a Fire Warden
- Meeting and directing the Emergency Services
- Briefing the Senior Deputy and Director of Estates & Facilities, in the event of a fire, as soon as possible by radio or mobile phone as to the nature of the incident and advising them of the Fire Brigade's decision as to when the building is safe for re-entry

## **PERSONAL RESPONSIBILITIES**

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff and volunteers to share this commitment.

## **PERFORMANCE STANDARDS**

To ensure that all services within the areas of responsibility are provided in accordance with the School's commitment to high quality service provision.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

## PERSON SPECIFICATION:

### Essential

- The Porter should be of smart appearance with a courteous and helpful demeanour
- The ability to work with others in a close-knit team
- Experience in a similar role including performance, welfare, customer service and administration, including ex-military or police
- Good knowledge and understanding of current Health & Safety regulations, First Aid, Fire and Security awareness and Customer Service
- Competency in Microsoft Office and digital platforms
- Excellent interpersonal skills and ability to build effective working relationships with stakeholders
- Excellent written and verbal communication skills
- Excellent organizational skills and commitment
- Ability to problem solve and to be adaptable
- Ability to prioritise and manage changing deadlines
- A calm clear-headed ability to work under pressure, make accurate decisions quickly, prioritise work to meet deadlines
- the ability to take control, remain calm, think clearly and reassure those around them at times of accidents or incidents
- On occasions the post holder will need to be firm (without displaying anger or annoyance)
- Flexibility and adaptability and willing to strive to achieve the best end result for the School
- Good level of physical fitness to undertake manual tasks such as stacking chairs, moving and erecting display boards and delivering stationery
- Readiness to take on responsibilities as required
- Integrity and honesty are essential
- Dependability and trustworthiness are paramount.

### Desirable

- A full clean Driving Licence is desirable
- First Aid and Fire Marshall/Warden training will be given.

## FURTHER INFORMATION

All of our staff benefit from a competitive remuneration package, including:

- 25 days holiday plus bank holidays.
- Membership of a generous money purchase pension scheme for all support staff and the Teachers Pension Scheme (TPS) for teachers. Both schemes include 3 x salary life assurance cover.
- Free access to an Employee discount Club, which offers discounted rates on a range of products and services, including insurance, holidays and travel, fashion and retail.
- Discounted school fees for staff working at, or for, the Foundation Schools.
- Membership of BUPA, which gives financial support towards the cost of optical, dental and medical costs as well as a free 24 hour advice line for all staff.
- A range of family friendly benefits including enhanced maternity pay and childcare vouchers.
- Season ticket loan.
- Lunch is available onsite during term time.

## CONDITIONS OF SERVICE

This position is offered as a permanent, full-time, full year contract.

The Porter will work 5 days per week, Mondays to Fridays. The hours are 7.00am to 4.00pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year. Any changes will be mutually agreed in advance with your line manager.

The salary for this post will be at Point 18 on the Whitgift Foundation Support Staff Salary Scale, (dependant on qualifications and relevant experience). The salary is £29,338 per annum (based on full-time, full year and inclusive of annual holiday entitlement).

Applications will be reviewed daily and interviews may occur at any stage after applications are received. We therefore invite interested candidates to apply as soon as possible.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents as detailed on their application.

***Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people. Applicants must be willing to undergo child protection screening including checks with past employers, the Disclosure & Barring Service and social media checks (including personal, professional and other online activities).***

June 2023