

## **Head 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 Head Porter to ensure the smooth and efficient running of the front of house element of the School and manage a team of four School Porters.

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

### **TEAM RESPONSIBILITIES:**

The Porters team are responsible for all aspects of car parking, reception, security, administration, deliveries, 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:**

### **LEADERSHIP & MANAGEMENT**

- As a Support Staff Team Leader, be an active and collaborative participant in the management of operational and site logistics
- Lead and develop the Porter's team
- Demonstrate an inclusive management style and build an inclusive and collaborative team atmosphere
- Design and implement ways of working that result in a high performing team, including identifying development or training needs, nurturing talent and managing any under performance
- Liaise with department heads to plan and manage arrival, parking and departure arrangements for events and activities
- Attend the weekly Facilities Meeting

### **CUSTOMER SERVICE**

- Responsible for first class 'front of house' service to all school staff, students, parents and visitors which is welcoming to all
- Ensure customer standards are delivered by the team

### **SECURITY**

- Oversee the day to day delivery and continuous development of site security to ensure the school is a secure and safe environment
- Liaising with the Security Contractor and maintaining operational oversight of their performance
- Oversight of security staff induction ensuring required standards are met
- Management of CCTV ensuring school policy is followed
- Arranging additional cover for events, activities etc

### **HOUSE KEEPING**

- Oversight of the safety and cleanliness of the School, identifying and recording any defects
- Attend weekly meetings with the Cleaning Supervisor, highlighting areas in need of attention and flagging upcoming requirements

### **FIRST AID**

- Administering first aid to pupils and staff
- Liaising with parents where a boy needs to go home or requires hospital treatment
- Ensuring the Medical Team are made aware of all accidents 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
- 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 Head Porter should be of smart appearance with a courteous and helpful demeanour
- Leadership and management skills are a priority as is the ability to work with others in a close-knit team
- Experience in a managerial 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; (this position requires a high degree of collaboration in driving service excellence and the post holder will be expected to drive exacting performance standards as required)
- 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
- Ability to take control, remain calm, think clearly and reassure those around them at times of accidents or incidents
- Ability to take into account differing views or priorities before making balanced recommendations or taking action
- Professional that acts with discretion and tact even in challenging situations
- Demonstrate initiative and sound judgement
- 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
- A Health & Safety qualification 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 to be taken during school closure periods (*for full-year posts*), pro rata for part-time or fixed-term positions
- Membership of a generous money purchase pension scheme for all support staff which includes 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 permanent staff working at, or for, the Foundation Schools
- Access to onsite sports facilities
- Membership of BUPA Cash Plan Scheme, 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 Head Porter will work 5 days per week, Mondays to Fridays. The hours are 8.00am to 5.00pm (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 range for this post will be Point 22-24 on the Whitgift Foundation Support Staff Salary Scale, (*dependant on qualifications and relevant experience*). The salary range is £32,994-£34,696 per annum (based on full-time, full year and inclusive of 5 weeks' annual holiday entitlement).

We welcome applications from all parts of our community as we aspire to attract staff that matches the social and cultural diversity of our student intake.

To apply, please visit [www.whitgift.co.uk/vacancies](http://www.whitgift.co.uk/vacancies). For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at [SchoolHR@whitgift.co.uk](mailto:SchoolHR@whitgift.co.uk).

Applications will be reviewed daily and interviews may take place at any time. 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 Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. Where applicable, applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure and Barring Service and online media checks (including personal, professional and other online activities)***

July 2023