

JOB DESCRIPTION
Facilities Porter (College)
Vacancy Ref: M167

Job Title:	Facilities Porter(College)	Present Grade: 3S
Department/College:	Facilities, Security	
Directly responsible to:	Duty Supervisor	
Supervisory responsibility for:	n/a	
Other contacts		
Internal: University staff and students		
External: Visitors and contractors		
Context The Facilities Division is responsible for all property and facilities services on behalf of the University including delivery of the Facilities Strategy. Purpose of the job The post holder will normally be associated with the post of Facilities Porter (College) but the post holder will form part of a team and be flexible to act in any of the three posts as directed by the Duty Supervisor namely: Security Officer, Facilities Porter (College), Facilities Porter (Buildings). The Security and Facilities Porter role is essential to service excellence and the smooth running of the institution providing a safe and secure environment for staff, visitors, students and working as part of the Security team to provide a range of customer focused services. There are approximately 60 staff employed in the department, the majority of these staff employed as uniformed operational staff. Security and Facilities Porters (College) work a rotating shift pattern to provide a 24 hour, 365 day a year service, whilst Facilities Porters (Buildings) work ‘days’ or shifts. The service is responsible for ensuring the safety and security of the buildings and people at the University. They provide a reception and patrol service and respond quickly and professionally to attend security incidents. This role also includes checking that buildings and University property are properly secured. Good communication and interpersonal skills are important to be able to deal with staff and students. Major Duties: The primary objective is the security and safety of the, staff, students, visitors, university buildings and their contents throughout a 24 hour cycle, 365 days per year. <ul style="list-style-type: none">• Facilities College Porters will be required to work closely with College Staff to Support the College with the care of Students.• To be responsible for the security of University premises and for the safety and security of all students, staff and visitors. This includes patrolling of buildings on a regular basis and raising awareness of security issues with the appropriate individuals and reporting any emergencies to the senate base.• Security mobile patrols are used to cover Lancaster University Campus and off Campus sites. The mobile		

patrols are necessary to respond quickly to alarm or emergency /situations, therefore you will be required to drive the Security Van in the course of your duties.

- Ensure buildings are kept safe and secure by locking and unlocking rooms and main entrance doors, ensuring alarms are set/unset where necessary. This includes setting and un-setting alarms panels when they have been activated. Switch off any equipment including photocopiers, printers, projectors, lights etc.
- Work closely with Security and other staff in an emergency situation in line with emergency procedures, which may involve liaising with the Emergency Services.
- Checking staff, visitor and contractor passes and dealing with any suspicious activity and/or suspicious packages. Regularly monitoring that door access systems are fully operational.
- Carry out special duties e.g. in connection with graduation days, open days, student or staff demonstrations and attend and assist at any emergency incident as directed by the Duty Supervisor or Security Operations Manager.
- Taking appropriate action when suspicious incidents are noted.
- At all times to carry out your responsibilities with due regard to the University's code on Equality and Diversity, University Health and Safety Codes of Practice and Child Protection Policy
- Undertaking duties such as locking and unlocking doors and arranging furniture moves for exams and functions, conferences and other events according to a layout plan.
- Clear snow and grit surfaces when necessary and make suitable arrangements for maintaining safe access and egress. Assisting staff or students with special access requirements (e.g. individuals with mobility issues).
- Clearing of glass, breakages and spillages etc.
- To collect, deliver and accept internal and external mail.
- The movement of furniture and equipment for use within colleges or required for functions, conference or student use.
- Acceptance and delivery of any reasonable postal materials for use throughout campus.
- To receive students, visitors and conference delegates and provide helpful guidance on the use of buildings and directions.
- Responsible for the control and custody of all keys used within the college by students and visitors.
- To accept, record and keep in safe custody any found property and carry out University procedure for handling.
- Operate a reception service for postal packages requiring signed delivery, record these deliveries in the required method and obtain a signature on delivery and collection.
- Carry out reasonable cleaning in emergencies and associated with spillage incidents within the college.
- Carry out internal security patrols within University buildings.

- To liaise with internal security and attend any incidents required during tour of duty and report any incidents occurring.
- Routinely inspect and maintain fixtures and fittings within common areas e.g. centrally timetabled teaching spaces, meeting rooms, kitchens to ensure they are in a fit condition for purpose and ensure that agreed room layout plans are always provided as requested.
- **Providing Excellent Customer Service is a priority, Service Excellence must be at the forefront of all that we do.**
- To control the issue of any cleaning materials required to meet the needs of resident students from existing stores.
- All work to be carried out with a customer focused attitude, providing excellent customer service with a proactive work ethic.
- Must have a flexible approach to working
- Undertake reasonable duties as requested by the Security Operations Manager and or Duty Supervisor including:
 - To act as a First Aider (in accordance with University procedures)
 - To carry out Fire Safety checks to common areas
 - To assist in Fire Alarm testing and fire evacuation procedures
 - To move furniture as directed by the Duty Supervisor
 - To carry out routine maintenance checks and basic repairs in common areas
 - Flexibility to work as Security or Building Officer as directed by the Duty Supervisor
 - Re-lamping of domestic type light fittings
 - Energy checks e.g. switching off lights, projects etc.
 - Telephone handset checks
 - To assist with emergency evacuation of students with complex disabilities
 - To re-hang shower curtains

Hours of Work

Refer to contract of employment. Reasonable requests to work outside normal shift pattern may be made.