



MAGDALENE COLLEGE
CAMBRIDGE



College Porter (1year fixed term)

Candidate Information Pack

July 2025

About Us

Magdalene College is one of the 31 Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are proud of our history, we are a thoroughly modern and forward-looking College.

There are roughly 600 undergraduate and postgraduate students in residence. 100 Fellows and the Master who together make up our College community. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. There is a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to our students. Further information is available on the College website at www.magd.cam.ac.uk.

Magdalene College Values

Magdalene's greatest asset is its people: a resident community of nearly 800 students, Fellows, and staff.

The College's core values are **'freedom of thought and expression'** and **'freedom from discrimination'** and it encourages its Fellows, staff, students and visitors to engage in robust, challenging, evidence-based and civil debates as a core part of academic enquiry and wider College activity, even if they find the viewpoints expressed to be disagreeable, unwelcome or distasteful.

Magdalene College expects that you will:

- Treat all members of the College (including all staff, partners, students, fellows and visitors) with respect, courtesy and consideration at all times.
- Behave professionally and expect professional behaviour from others in the community (including all staff, partners, students, fellows and visitors).
- Take care of their own health and safety, not compromise the health and safety of others, and comply with College and departmental safety requirements.

College Facilities for Staff

Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court. These can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football Astro pitches can be booked through St John's College.

Magdalene is registered with Cycle Scheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

Meals

All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £6.24 per day which equates to over £1400 per year for those working in College 5 days a week.

Family Friendly Policies

The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the Staff Handbook.

Staff are eligible to use the Tax-Free Childcare Scheme recently introduced by the government to replace Childcare Vouchers

Benefits

The college offers a range of benefits, including:

- Group Life Assurance.
- Help@hand Portal where you can access remote GP appointments, medical second opinions, savings and discounts, financial support and much more.
- Wellbeing classes such as pilates and yoga.
- Flu jabs.
- College pension contributions of up to 12%.
- Eye tests with Specsavers.

Department Information

Working Conditions

Which statement best describes the environment in which the role will primarily be based?

Based within the Porters Lodge, but required to move between sites

Physical Requirements

Which statement best describes the physical demands of the role?

Short periods of physically activity at a walking pace.

Sensory Requirements

Which statement best describes the sensory demands of the role?

Uses normal office equipment and/or standard tools

Role Summary

To assist the Head Porter in ensuring the provision of effective and efficient reception and support to students, staff, fellows and visitors. This is a varied role that touches all elements of college life. Porters are also responsible for providing a mail delivery service for the College and responding to any emergency situation such as fire alarm or security issue within the college and its associated buildings.

Responsible to: Head Porter

Job Description

Main Duties and Responsibilities

The main duties of the post include the following (this list is not exclusive):

- Receive, welcome and assist all visitors, including conference delegates, Fellows, students and staff to the Porters' Lodge in a timely, efficient and helpful manner.
- To be available to support students 24 hours a day, 7 days a week. This may involve assisting with welfare matters, general enquiries and support
- Assist in the booking of guest and public rooms, as directed by the Head Porter.
- To work with the relevant student bodies in overseeing student social events such as Bops.
- Assist the Head Porter in the maintenance of discipline; ensure all students observe College rules and report any lapses to the appropriate authority.
- Develop and maintain awareness of procedures and provide necessary emergency duties in cases of fire, flood, accident or illness; monitor, test and obtain good working knowledge of College, Hostel and other designated property, fire and smoke alarm systems; carry out health and safety and fire checks as directed.
- Operate the telephone exchange; take and relay messages via the telephone or through the use of pigeonholes.
- Carry out basic computer duties and CCTV monitoring.
- Issue, receive and check room keys in accordance with administrative procedures.
- Carry out small maintenance jobs in an emergency.
- Assist with car and bicycle parking.
- Provide the timely and accurate collection, sorting and delivery of external and internal mail to pigeonholes in the Porters' Lodge (and to various College locations); ensure that off-site mail is franked/dispatched as appropriate. Redirect mail when required.
- Maintain administrative records as required by the Head Porter; ensure the overlap and timely handover of duties to the incoming Porters to include the relay of necessary information.
- Ensure the prompt reporting of any defects to the Maintenance Team.
- Administer punt hire between April and October.
- Ensure the security of College buildings, grounds and gates; monitor and respond to intruder alarms; patrol the College and College hostels and any other designated property as required and as specifically directed by the Head Porter
- Undertake other duties and responsibilities commensurate with the post from time to time as directed by the Head Porter.

- You will be required to become a qualified First Aider and will be subject to an enhanced DBS check.

Person Specification

The following criteria are appropriate to this post:

Knowledge and Experience

1. Experience in a customer facing or customer service role
2. Experience of reception would be an advantage
3. IT literate

Personal Skills and Abilities

1. Excellent interpersonal skills and the ability to communicate in a courteous, friendly and professional manner
2. Excellent telephone manner
3. Confidence to work alone, to self-motivate and to plan workload
4. Ability to remain calm and resolve problems tactfully
5. Approachable, conscientious, hardworking and reliable
6. Flexibility to work additional shifts when necessary



Remuneration and Benefits

Remuneration

This is a 12-month fixed term contract offered at a salary of £28,293 per annum (plus cost of living rise which is applied in August).

Hours of Work

The hours of work are 40.5 hours per week.

Holidays

The post-holder will be entitled to 268 hours of annual leave a year, including bank holidays.

Pension

The post holder will join the College's auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

Probationary and Notice Period

There will be a three-month probationary period. Upon successful completion of the probationary period, the notice period will be one month.

How to Apply

Please download and complete both parts of the application form from the College website at www.magd.cam.ac.uk/about/vacancies/non-academic.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is:

HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

Enquiries

Further enquiries about your application may be made by email to hr@magd.cam.ac.uk.

Closing Date 31st July 2025





MAGDALENE COLLEGE CAMBRIDGE

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www.magd.cam.ac.uk