



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Residence Night Porter, Residential Services, Facilities Directorate



Salary: Grade 2 (£17,046 – £17,361 p.a.)

Reference: FDRES1078

Closing date: 23 February 2020

Interview date: 2 March 2020

Residence Night Porter

Residential Services, Facilities Directorate

Are you customer focussed and dedicated to providing an excellent service? Are you adaptable and flexible with good interpersonal and communication skills? Do you know how to go the extra mile for customers?

Residential Services provides accommodation for around 8,000 students located at different sites, both on and off campus and we are committed to delivering an exceptional experience for our customers. We are seeking a Night Porter to join our team with responsibility for patrolling some of our residential sites, providing customer service to residents and undertaking general duties such as cleaning and minor maintenance.

You will be able to work effectively on your own with minimal supervision but also as part of a wider team. The role also involves driving a Residential Service vehicle so you will also need a full current valid driving licence and recent driving experience.

Hours of work are an annual average of 35 hours per week over a 52 week reference period, worked on a shift pattern including weekends. The shift pattern is 4 nights on, from 5:00pm to 4:00am, then 4 nights off. A flexible approach is required, working as necessary to meet the needs of the business.

What does the role entail?

As a Residence Night Porter, your main duties will include:

- Providing a high level of customer service to residents and visitors; responding to issues in a prompt and professional manner;
- Carrying out routine checks across the residence to ensure the security of the site and its residents and liaising with University Security and Residence Wardens/Sub-wardens regarding any student problems or security issues encountered. Ensuring that any problems/issues are recorded accurately, logged and reported to the Residence Manager and other staff as required;
- Undertaking any minor maintenance jobs and cleaning of public areas including litter picking and rubbish removal;



- Driving a Residential Services vehicle with due care and attention, following a designated route around Residential Services properties noting and reporting any concerns to University Security;
- Undertaking all necessary vehicle maintenance checks before and after driving and attending assessments/training relating to driving duties;
- Carrying out opening/locking up procedures, responding to fire alarm activations and flushing of water outlets as part of the Legionella prevention program;
- Providing customer service to residents and carrying out reception duties as required, including assisting residents who may be locked out, issuing keys, issuing post, taking details of fault reports, and assisting with resident's luggage;
- Monitoring the student accommodation administration system (Star Rez) to ensure any maintenance tasks are completed or escalated / handed over where applicable;
- Providing customer service to delegates, including checking in / out of residential delegates and responding to general queries;
- Sending emails, printing off documents, and accessing and inputting information on software, spreadsheets and databases, as and when required;
- Cleaning public areas including; common rooms, meeting facilities, offices, rest areas, and toilets etc. Assisting with the set-up of conference rooms and dining rooms as required;
- Liaising with external contractors, issuing keys for emergency repair work as required;
- Willingness to work at different residential sites as requested by Residential Services.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



What will you bring to the role?

As a Residence Night Porter you will have:

- Experience of working in a similar role in a customer focused environment with a commitment to providing excellent customer service and care;
- Full current valid driving licence (manual vehicles) and recent driving experience with the ability to drive in a safe and appropriate manner;
- Experience of undertaking minor maintenance work (e.g. changing lightbulbs, unblocking toilets/sinks);
- Basic computer skills with knowledge of Microsoft Word and Outlook;
- Good communication and interpersonal skills with the ability to interact professionally with students, staff and contractors and produce simple accurate records;
- An ability to prioritise your own workload and work on own initiative with minimal supervision, as well as part of a team;
- Adaptable and flexible approach;
- An ability to demonstrate behaviours in line with University and Residential Services' values.

You may also have:

- Knowledge of health and safety and manual handling practices;
- Experience of undertaking night shifts.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Michael Longstaff, Senior Residence Manager

Tel: +44 (0) 113 275 1265

Email: rcsmilo@leeds.ac.uk



Additional information

Find out more about [Residential Services](#)

Working at Leeds

You can find out more about our generous benefits package and more about what it is like to work at the University and live in the Leeds area in our [Working at Leeds](#) information.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

This post requires a basic criminal record check from Disclosure Scotland and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status and all applicants must declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

