



## RECEPTION PORTER (CASUAL)

OVERVIEW	
<b>Job title:</b>	Reception Porter (Casual)
<b>Responsible to:</b>	Residential Business Manager
<b>Responsible for:</b>	N/A
<b>Working alongside:</b>	College Receptionists, Resident Tutors
<b>Grade:</b>	Grade 3, St John's College Graded Pay Scale
<b>Salary:</b>	£13.50 per hour
<b>Contract type:</b>	Casual
<b>Working arrangements:</b>	Zero Hours Shifts that might be required: 15:45-23:00 work week; or 08:45-16:00 / 15:45-23:00 during weekend
<b>Pension:</b>	N/A
<b>Holidays:</b>	N/A - holiday allowance paid in addition to monthly salary
<b>Start date:</b>	13 July 2026
<b>Closing date for applications:</b>	02 July 2026
<b>Interview date:</b>	06 July 2026

### JOB SUMMARY AND PURPOSE

Looking for flexible work in a unique and welcoming environment? St John's College Durham is seeking Casual Reception Porters to join our team and help support students, visitors and conference guests throughout the year.

Located in the heart of Durham and overlooking the Cathedral and River Wear, St John's offers a varied and rewarding working environment where no two days are the same. As a Reception Porter, you'll play a vital role in providing excellent customer service, supporting student welfare, maintaining a safe and secure environment and helping deliver successful conferences and events.

Whether you're looking to gain experience in hospitality, higher education, facilities management or customer service, this role offers an excellent opportunity to develop valuable transferable skills while working as part of a friendly and supportive team.

We'd particularly like to hear from people who enjoy working with others, remain calm under pressure, take pride in delivering excellent service and are comfortable adapting to a range of situations.

### ABOUT ST JOHN'S COLLEGE

St John's College is like no other Durham college. Founded in 1909, it is set within a collection of beautiful listed buildings in the heart of Durham city, offering stunning views of Durham Cathedral and gardens that stretch down to the River Wear.

Home to a close-knit community of around 280 students during term time, the College transforms over the summer months into a vibrant conference and events venue. We



welcome a wide range of guests and visitors, creating a dynamic and varied working environment that combines the atmosphere of a traditional college with the pace and energy of a commercial hospitality setting. Our Christian foundation underpins a culture of warm hospitality throughout the year—whether supporting students in residence or delivering high-quality service to conference guests. Our independence within Durham University allows us to work flexibly and maintain our distinctive character.

**Why work at St John's?** Working at St John's offers the chance to work in beautiful city-centre location. Flexible shifts can fit around other commitments, and the varied nature of the role provides experience across customer service, events, and day-to-day operations. It's an opportunity to build useful transferable skills while working across both student life during term time and the conference and events season in the summer.

## KEY RESPONSIBILITIES

### Reception, Residential & Student Services

- Provide frontline residential and operational support
- Deliver a responsive and professional service to students, residents, visitors, and colleagues, using a range of communication methods.
- Handle queries and record information accurately in line with procedures
- Receive, sort, prepare, and distribute mail, parcels, and general correspondence.
- Use internal systems for tasks such as fault reporting, room bookings, parking permits, and room set-up checks.
- Act as a first point of contact for incidents and emergencies, escalating to appropriate staff when necessary.
- Remain alert to student welfare concerns, maintaining confidentiality and using appropriate support and referral processes.

### Security & Maintenance

- Follow guidelines and risk assessments to ensure safe and secure working practices.
- Carry out regular internal and external security patrols.
- Identify hazards and risks in the work area and report incidents in line with procedures.
- Set up conference and meeting rooms and assist with moving equipment and resources.
- Support team members with collecting, carrying, and transporting items.
- Carry out basic maintenance and repair tasks.
- Promote fire safety awareness and contribute to a strong fire safety culture.
- Act as Duty Fire Warden when required and carry out routine fire safety checks in line with College policy.

### Other Duties

- Comply with all relevant University and College policies, regulations, and procedures.
- Maintain ongoing professional development.
- Demonstrate effective digital participation skills, including collaboration and awareness of online communication practices.
- Undertake any other duties appropriate to the role, as directed by the Residential Business Manager, Facilities Manager, and College Officers.



**PERSON SPECIFICATION**

**This role is subject to the successful applicant providing proof of eligibility to work in the UK.**

**A satisfactory DBS declaration is required at the time of taking up the post.**

	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
	Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).	x	
	Ability to listen to and support Higher Education students from a range of backgrounds and cultures, act appropriately and promptly.	x	
	Good communication skills including a high standard of written English and the ability to develop effective working relationships, both internally and externally.	x	
	A calm and mature approach, and ability to take charge in emergency or unexpected situations.	x	
	Willingness to work evenings and weekends on a rota basis overnight during weekdays, weekends and some major UK holidays.	x	
	Evidence of personal development to maintain and develop skills.	x	
	Demonstrable competence with IT including experience of standard Microsoft Office applications.	x	
	Experience of seeking opportunities for business improvement within an organisation /implementing policy and procedures and involvement with future changes for a service area.	x	
	A good understanding of issues associated with confidentiality and information sharing.	x	
	Ability to manage own time and prioritise workload.	x	

**APPLICATION PROCESS**

Applications should be by letter or by email with accompanying CV and should contain the names, addresses, email details and telephone numbers of 2 referees. All documents should be posted or emailed to: [marija.huljak@durham.ac.uk](mailto:marija.huljak@durham.ac.uk)

For an informal conversation, please contact Marija Huljak on [marija.huljak@durham.ac.uk](mailto:marija.huljak@durham.ac.uk)

**Closing date for applications:** 05 July 2026

**Date for interview:** 06 or 13 July 2026