

Job Title	Head Porter
Reports to	The School Clerk

Job Purpose

The Head Porter is responsible for the day to day operations of Porters' Lodge. The team of Porters are responsible for managing incoming and outgoing post, meeting and greeting visitors, ensuring that general access to the School is being monitored and controlled and only permitted persons enter.

You will supervise a small team of porters and will work on a rotating shift pattern, therefore flexibility is a key requirement.

Key Tasks and ResponsibilitiesStaff management

- Supervising duty porters and 2 cover porters, undertaking day to day line management activities, including (but not limited to):
 - Undertaking effective inductions
 - Ensuring team members have appropriate training for their roles
 - Performing regular appraisals and ensuring development plans are in place
 - Managing absence, holidays and sickness
 - Undertaking performance management activities
 - Support in dealing with conflict between staff and undertaking relevant formal processes (e.g. disciplinary, grievance etc.) as required, working closely with the HR team to do so
- Ensuring that the Porters are aware of, and comply with, relevant Health and Safety policies and legislation
- Support with recruitment and selection activities in conjunction with the School Clerk

Day to Day activities

- Receiving and sorting incoming and outgoing post
- Welcoming visitors to the College and ensuring access to the College is controlled in line with the school's Visitor Policy
- Answering the main switchboard telephone in an efficient and courteous manner
- Issuing keys to colleagues and contractors
- Responding to incoming emails requests in a timely manner
- Checking and ordering of first aid supplies
- Be alert to the general security of the front entrance to the School and the Long Walk
- Liaise and assist Eton Security whenever necessary, particularly during key College events such as the Fourth of June, St Andrew's Day, Chambers and Chapel services
- Undertake all required training., including first aid and defibrillator training

Last Updated: June 2025

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

Other

- All employees of Eton College are also expected to:
 - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity'
 - Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood
 - Understand and comply with procedures and legislation relating to confidentiality
 - Display a commitment to and promotion of equality, diversity and inclusion

Skills and Competencies Required

To be successful in this role, the incumbent should have:

- Proven experience of managing a team
- Prior experience of working within a customer facing role
- Good working knowledge of Microsoft Word, Outlook, Excel, OneNote and SharePoint
- Excellent communication skills (both written and verbal)
- Previous experience of working in a school would be highly advantageous

You may enjoy this role if:

- You have a flexible approach to work and a 'can do' attitude
- You enjoy working as part of a team and you are happy to get stuck in and support your colleagues
- You have excellent organisational skills with the ability to prioritise effectively, multi-task and to adapt to rapidly changing situations
- You have the ability to remain calm under pressure and to deal with stakeholders with tact and diplomacy, even under challenging circumstances
- You're a great communicator and you enjoy engaging with a variety of different people
- You continually look for ways to improve systems and processes and actively search for ways we can be more efficient and effective

Working Pattern

The hours of work are based on a three-week rota over 52 weeks of the year and includes working mornings, afternoons and weekends as follows:

Week 1	Monday to Friday	7.00am to 1.00pm
Week 2	Monday to Friday	1.00pm to 7.00pm
Week 3	Saturday and Sunday	7.00am to 7.00pm (1 hour unpaid lunch break)

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ROLE PROFILE

You will also be expected to work an additional 15 hours per year, as agreed with your line manager to attend monthly Porters' meetings and to cover any administration required.

You are entitled to 5.8 weeks annual leave each year inclusive of bank holidays.

Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as "spent" under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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