

Guide to Portering and Related Services

SERVICE LEVEL STATEMENT

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Facilities Services Mission Statement

To provide a high standard of cleaning, janitorial and security related services to University buildings, carried out by an efficient, friendly and effective workforce which is committed to consistently providing services of the highest possible quality.

1. Introduction

The Portering Team are part of Facilities Services, one of 5 sections within the Estates and Facilities Directorate.

Porters play a pivotal role in ensuring that the University's teaching and learning, administrative and commercial activities run smoothly. The team performs a wide range of duties across the University providing services to approximately 70 buildings predominantly on the main Kings College and Foresterhill campuses, but also occasionally providing services and support to outlying academic and other University related buildings.

2. Portering Services Team – Key Contacts

Name	Contact	Title	Area (base)
Keith Campbell	X2062	Head of Portering & Security	University Office
Graeme Mutch	X3325	Sacrist	Sacrist's Office, King's College
George Philip	X3325	Deputy Sacrist	Sacrist's Office, King's College
Derek Davidson	X7098	Deputy Sacrist	Foresterhill
Stuart Blacklaw		Porter	Taylor A & B, New Kings & Regent
Steven Cooper		Porter	Fraser Noble
Callum Donald		Porter	Edward Wright
Mark Ferguson		Porter	Macrobert
Chris Gullan		Porter	1200 – 2000 hours at Kings Campus
Steve Law		Porter	Backfill Porter Kings Campus
Gordon Mackie		Porter	King's College/KCC/Elph Hall
Colm MacPhee		Porter	Meston
Bill Noble		Porter	Zoology & Cruickshank
Arthur Peck		Porter	Taylor C/D/E & Old Brewery
Paul Thomson		Porter	William Guild & University Office
James Donald		Mail Driver	Kings & Foresterhill
Tony Fowler		Porter	Foresterhill
Lawrence Gill		Porter	Foresterhill
Bruce Hawkins		Porter	Foresterhill
Karen MacPhee		Porter	Foresterhill
Ray McCombie		Porter	Foresterhill
Graham Paul		Porter	Foresterhill
Helpdesk	X3333		

3. Scope of Service

The services comprise

Building security

- Locking and unlocking external doors and centrally bookable classrooms.

Building support

- Ensuring buildings across campus are kept presentable, clean and safe.

Mail services

- Supporting the Mailroom by providing timely collection and distribution across the campus as required.

Support for centrally bookable classrooms

- Supporting teaching and learning across the University by providing support to centrally bookable classrooms, removing waste, setting up rooms and arranging furniture to requirements - and on some occasions in the absence of cleaners performing some cleaning duties. A key part of this activity is setting up and preparing rooms for examinations.

Event activities

- Providing efficient, high quality support prior to, during and after events held on University premises. These range from high profile events such as Mayfest and Graduations, to smaller events such as meetings, weddings, lectures etc.

Small/occasional furniture/office moves

- Porters can assist with moving a small quantity of furniture between offices within a building, however movement of larger items or quantities should be arranged through the Furnishings and Space Managers.*

Any moves requested should be sent to the generic Sacrist mailbox, indicating preferred timescales. *However, please bear in mind that due to volume of other workstreams, we may not be able to carry out your request at short notice: we therefore ask that you please plan ahead and request realistic timescales.*

For advice on size and quantity of items, please discuss directly with the Sacrist.

Collection and Disposal of redundant equipment

- Items that are surplus to requirement, such as items of furniture, IT equipment, electrical goods and other waste can be collected by porters for environmentally friendly disposal. Porters will not uplift or dispose of any chemical, clinical or sanitary waste.

Ceremonial duties

- Ceremonial duties are carried out by the Sacrist for events such as Graduations, Remembrance Sunday, 7 Incorporated Trades etc, but are also carried out for smaller events such as weddings and services in Kings Chapel. The Deputy Sacrist and Porters support the Sacrist as required for these events.

* Please note that for manual handling reasons, furniture moves of whole offices are restricted to a maximum of 2 offices at a time.

4. Service periods

The information supplied is provided as *general* guidance on the main service activities across the University. Though there is a reactive nature of portering duties, there are core activities which the team carries out in the main between 0600 and 1500, Monday to Friday, **except for Bank Holidays and University closure days**. One Porter carries out duties at Kings Campus between 1200 and 2000 hours. There is only limited routine support available outwith these times.

We can offer additional services including evening and weekend work. These must be requested via the Help Desk or by emailing sacrist@abdn.ac.uk. Services offered

outwith our normal operation or in addition to our standard duties may incur a charge. Please note that we may require up to 7 days' notice to fulfil your requirements.

The University is closed during the Christmas and New Year period when no Portering service is provided. On other statutory Public and University holidays, a reduced service is provided.

Costs

The recharge rates for services additional to the standard duties detailed below are as follows. These are subject to change periodically (and in line with University pay rates), so it is recommended that you check prices when requesting a service.

- £15.00/hr basic rate
- £22.00/hr after hours and on Saturdays (time and a half)
- £29.00/hr on Sundays or other periods as agreed and notified in advance (double time)

5. Outline Schedule of Service

Building Security		
Service Provided	Frequency	Service level
Locking and unlocking external doors to buildings, unless a building has full access control	Daily, Monday - Friday	Standard
Locking and unlocking of centrally bookable classrooms	Daily, Monday - Friday	Standard
Patrolling buildings internally	Daily, Monday - Friday, as time permits	Standard
Evening or weekend requirements/bookings	By prior arrangement	Chargeable

Building Support		
Service Provided	Frequency	Service level
Clearing waste stairs/ foyers and centrally bookable classrooms to support cleaners	Daily, Monday - Friday	Standard
Building fault reporting	Daily, Monday - Friday	Standard
Keeping building entrances and foyers presentable	Daily, Monday - Friday	Standard
Maintaining notice and display boards	On request	Standard
Assisting with fire drills	On request	Standard
Weekly checks of Fire Exits and Fire Extinguishers located throughout buildings	Weekly	Standard

Mail Services		
Service Provided	Frequency	Service level
Sorting incoming mail for Departments/Schools	Daily, Monday - Friday	Standard
Collection of internal and external mail from Departmental/School offices	2 x per weekday Monday – Friday (am and pm)	Standard
Delivering mail to departmental offices	2 x per weekday Monday – Friday (am and pm)	Standard

Support for centrally bookable classrooms and events		
Service Provided	Frequency	Service level
Ensure classrooms are set to default layout	Daily, Monday - Friday	Standard
Re-arrange furniture to clients requirements	As requested via the Sacrist. Please note: we require at least 48 hours' notice.	<i>Bookable</i>
Preparation for, or providing support to conferences, events and functions Resetting rooms after conferences/functions	As requested via the Sacrist. (if outwith normal working hours, please note: we require 7 working days' notice for weekend working and 5 days for weekday working)	Chargeable

Furniture Moves		
Service Provided	Frequency	Service level
To undertake small office moves within buildings (2 or less). Must be agreed by Sacrist who will advise on realistic timescales.	Please note: we require a minimum of 5 working days' notice	Bookable
To remove and dispose of redundant furniture (must be reasonable)	On request	Bookable

Miscellaneous		
Service Provided	Frequency	Service level
Collection and disposal of redundant IT, electrical and other miscellaneous equipment.	On request	Bookable

6. Exclusions

Our services do not include

- Cleaning whiteboards
- Removing waste from individual offices
- More than 2 office moves which require removal of furniture and heavy boxes

7. What you can expect from our team

- Staff all wear a uniform, which makes them easily identifiable as part of Estates and Facilities
- Friendly, courteous and helpful staff
- Staff all have appropriate equipment, materials and training to help them do their job efficiently and effectively

Our commitment to you

In performing these duties, our porters will be professional, courteous and sensitive to your needs. If you have any comments, suggestions or other feedback, please

contact Keith Campbell, Head of Portering and Security, on 01224 272062, or at keith.campbell@abdn.ac.uk.

8. What you can do to help us

We try to keep the University a tidy and pleasant environment for everyone – and staff and students can assist us by following a few simple guidelines.

If you are requesting a bookable or chargeable service (eg furniture moves), **please give us plenty of notice of your requirements**. It is often mistakenly assumed that porters will be able to carry out requests immediately on demand: however, as they have a range of duties, and there are certain times of the year when they are extremely busy, this is not the case.

Information on busy periods

Event	Semester 1	Semester 2	Summer vacation
Graduations	November		June
Remembrance events	November		
Christmas events	December		
Exams	November/December	April/May	June/July (Resits)
MayFest		May	
Matriculation	September		(set up August)
Students Welcome Week	September		(Set up August)
Open /Offer Days	October		August

Petra Barber
Assistant Director (Facilities Services)
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