

Guide to Portering and Related Services

SERVICE LEVEL STATEMENT

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Mission statement

Facilities Services Mission Statement

To provide a robust, legally compliant, high quality, waste disposal service for the University community that supports all activities and functions of the University while seeking to minimise waste and apply the waste hierarchy.

1. Introduction

The Portering Team are part of Facilities Services, one of 6 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 logistics and related services and 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.

The team also works collaboratively with colleagues in other areas of Estates and Facilities to ensure smooth service delivery.

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
Stuart Blacklaw		Porter	Taylor A & B, New Kings & Regent
Steven Cooper		Porter	Fraser Noble & St Mary's
Callum Donald		Porter	Edward Wright
Mark Ferguson		Porter	Macrobert
Steve Law		Porter	Science Teaching Hub & SUB
Gordon Mackie		Porter	King's College/KCC/Elph Hall
Colm MacPhee		Porter	Meston
Bill Noble		Porter	Zoology & Cruickshank
VACANCY		Porter	Taylor C/D/E & Old Brewery
Paul Thomson		Porter	William Guild & University Office
Jesus Dorta		Porter	Peripatetic/Relief
Robby Jackson		Porter	Peripatetic/Relief
Garry Cooper		Porter	Peripatetic/Relief
James Donald		Mail Driver	Kings & Foresterhill
Sandy Mathers	X7098	Deputy Sacrist	Foresterhill - Polwarth Lodge
Lawrence Gill		Porter	Foresterhill - Polwarth Lodge
Martin Johnstone		Porter	Foresterhill - Polwarth Lodge
Graeme Simpson		Porter	Foresterhill - Polwarth Lodge
Kenny Forbes		Porter	Foresterhill - Polwarth Lodge
Graham Paul		Porter	Foresterhill - Polwarth Lodge
Helpdesk	X3333		

3. Scope of Service

The services comprise

Building security

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- Locking and unlocking external doors and centrally bookable classrooms.

General Building support

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

Mail services

- Supporting the Mailroom by providing timely collection and distribution of mail and deliveries across the campus, as required.

Support for centrally bookable classrooms

- 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 includes setting up and preparing rooms for examinations.

Event and core University 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 core University activities such as recruitment events, Open Days, conferences, lectures, and smaller events such as meetings, weddings, etc.

Ceremonial duties

- Ceremonial duties are carried out by the Sacrist for events such as Graduations, Remembrance Sunday, Founder's Day, 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.

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 locally in the school or through the Space Management team.

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

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.

Requests for collection and disposal of equipment, waste, small/occasional furniture moves and moving items of furniture/room resets should be made through the Estates and Facilities Help Desk, on efrequests@abdn.ac.uk, or by calling x 3333.

The normal completion time for such activities is within 5 working days.

Please note that we liaise directly with those requesting the service with respect to any clarifications about or progress with the job. If you are making a request on behalf of someone else, please therefore advise them that you are the contact.

Requests directed to the Sacrist@ by phone or email will be re-routed through the Help Desk and may lead to a delay in undertaking your job.

*We would request that for any of the above tasks, colleagues bear in mind that due to the need to prioritise and balance workload and event activities, it is not possible to carry out these activities on demand. **We therefore ask that you please plan ahead and submit your request with plenty of notice.***

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**. 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 [Estates and Facilities Helpdesk](#) or by emailing efrequests@abdn.ac.uk. Services offered outwith our normal operation or in addition to our standard duties will incur a charge to pay for staff overtime. 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 or Sacrist services are 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 and Safety		
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
Carrying out checks on disabled refuge, disabled toilet and lift alarms	Weekly, Monday – Friday	Standard
Assisting with fire drills	On request	Standard
Weekly checks of Fire Exits and Fire Extinguishers located throughout buildings	Weekly	Standard

Building Support		
Service Provided	Frequency	Service level
Clearing waste stairs/ foyers and centrally bookable classrooms to support cleaners	Daily, Monday - Friday	Standard
Reporting building maintenance issues	Daily, Monday - Friday	Standard
Keeping building entrances (internal and external) and foyers presentable	Daily, Monday - Friday	Standard
Maintaining notice and display boards	On request	Standard

Mail Services		
Service Provided	Frequency	Service level
Sorting incoming mail for Departments and Schools	Daily, Monday - Friday	Standard
Collection of internal and external mail from Departmental and School offices	2 x per weekday Monday – Friday (am and pm)	Standard
Delivering mail to Departmental and School 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 layouts	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).	On request Please note: we require a minimum of 5 working days' notice	Bookable through Help Desk
To remove and dispose of redundant furniture (must be reasonable)	On request	Bookable through Help Desk

Miscellaneous		
Service Provided	Frequency	Service level
Collection and disposal of redundant IT, electrical and other miscellaneous equipment.	On request	Bookable through Help Desk
Retrieval of records stored at the Institutional Storage Facility in Inverurie	On request Please note: we require a minimum of 5 working days' notice	Bookable through Help Desk

6. Exclusions

Facilities services do not include

- Cleaning whiteboards or blackboards
- Provision of white board markers or drywipes, chalk or blackboard dusters
- Removing waste from individual cellular 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 the Estates and Facilities team
- Friendly, knowledgeable, 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 and on demand: however, the team has a wide range of duties, and there are certain times of the year when certain core activities are a priority and they are extremely busy.

9. Information on core priority or busy times

Event	Semester 1	Semester 2	Summer vacation
Graduations	November		June
Remembrance events	November		
Christmas events	December		
Exams	Nov/December	April/May	June/July (Resits)
Uni-Versal	Sept	May	
Matriculation	September	January	(set up August)
Students Welcome & Freshers Week	September	January- Refreshers	(set up August)
Open /Offer Days	October		August
Founder's day		February	
Int. Women's Day		March	
University Court	Quarterly		

Petra Barber
Assistant Director (Facilities Services)
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