



Job title: Night Porter

Main purpose of job:

Provide night support and assistance to our guests as and when required.

Setting up, clearing and cleaning area's within the venue to a very high standard.

Ensuring the security of all delegates and guests within the venue.

Key responsibilities

People – Respect other roles and parts of the business, we are all working towards a common goal.

Customer service – Deliver the companies stated mission with exceptional service.

System and process – Full compliance of all operating controls, SOP's, policies, procedures, and service standards.

Department: *Operations*

Position reports to: Venue Manager

Position is responsible for:

Providing support and assistance to our guests and ensuring the security of all delegates and guests within the venue.

Main duties

As Night Porter, you will be able to:

- Display good verbal, face to face and telephone skills
- Show an aptitude for customer focus by assisting guests during your shift, offering solutions when needed.
- Perform security procedures and fire evacuation procedures to ensure the safety and well-being of our staff and guests.

Your main responsibilities will include:

- Line into our Night Manager
- Provide night support and assistance to our guests as and when required.
- Setting up, clearing and cleaning area's within the venue to a very high standard
- Performing security procedures throughout the evening
- Ensuring the security of all delegates and guests within the venue

The ideal Night Porter will have proven experience working in a similar position within a hotel. You'll be able to present a welcoming impression to all guests. You will be hardworking, reliable, a great team player as well as being able to work on your own initiative.

Person specification

Factor	Essential?	Desirable?
Qualifications		First Aid Trained
Relevant experience	Experience working as a night porter	
Aptitude, skills and abilities	<ul style="list-style-type: none"> • Reliable worker who is able to perform routine tasks without supervision. • Ability to communicate, and connect with employees and management and take direction. • Hard working and reliable • Good communication skills – face to face, telephone and verbal skills 	
Personal attributes	Team Player Communication Pride & passion Astute Flexible Proactive Honest	