

## Night Porter – Weekends (Part Time) Job Description & Personal Specification

### Overview

**Centre:** Whitemoor Lakes

**Position:** Night Porter

**Reporting to:** Head of Centre / General Manager

**Hours:** 20 hours per week, 2 nights per week–

- Fixed Friday nights 10.00pm – 8.00am
- Fixed Saturday nights: 10.00pm – 8.00am

**Role Type:** Permanent, Part Time

**Overall Purpose:** To provide night support for our guests, security of the site, general cleaning / setting of rooms and minor maintenance tasks.

### Job Description

- To provide guests with a staff presence overnight, answering guests' queries, assisting with their requirements and helping where needed.
- To ensure the centre is locked and secure and to regularly conduct security patrols around the centre during the night.
- To clean and tidy the centre overnight, including emptying bins, vacuuming, tidying of furniture in public spaces and venue rooms. Cleaning of public toilets.
- To respond and give first aid when required overnight whilst night portering (training can be given)
- To respond to fire alarm activation, assisting guest evacuation, and to investigate cause of alarm.
- To ensure any meeting room layout changes are completed over night.
- To ensure any signage is displayed up ready for the morning (particular Saturday night bag drop signs ready for Sunday morning).
- To re-stock the vending machines, when applicable.
- When possible, to weekly inspect condition of each accommodation lodges fixture and fittings and maintain a maintenance log
- To fix minor fixtures and fittings within accommodation lodges, including door and window furniture, light bulbs, switches, bathroom fittings (toilets, seals etc) and radiators
- Reporting any major faults, including electrical.
- To undertake other duties as requested by the Head of Centre / General Manager / Estates Manager

**Please note, this role involves lone working.**

**Personal Specification**

Attributes	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• General maintenance skills.</li> <li>• Customer focused.</li> <li>• People person.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Keen eye for detail.</li> <li>• Good observation skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Competent in using a range of tools, including hand drills.</li> <li>• Experience of fault reporting</li> <li>• Experience in log keeping</li> <li>• Computer literate, including the use of MS office, Word and Excel</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working in a customer-oriented role.</li> <li>• Previous customer service, including handling customer complaints.</li> <li>• Previous experience in night working</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a Residential / Outdoor centre / Hotel environment.</li> <li>• Working with children</li> </ul>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• First aid certificate (or willingness to attend course)</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant maintenance qualifications.</li> <li>• Fire Marshall training</li> <li>• GCSE C or higher in Mathematics</li> <li>• GCSE C or higher in English</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Flexibility, can do attitude</li> <li>• Pro active</li> <li>• Able to work well on their own and self-motivator.</li> <li>• Keeps calm in an emergency</li> </ul>	

**This job description and person specification dates from September 2022 and may be subject to review at any time as deemed necessary.**