



JOB DESCRIPTION	
Title:	Night Porter Concierge
Reports to:	General Manager
General information The Night Porters role is to focus on maintaining the security of our hotel, preparing breakfast buffets, serving food and beverages, helping with late arrivals or early departures and carrying out general cleaning duties to create fantastic memories for our guests.	
Workplace values The post holder will be expected to operate in line with our workplace values which are; <input type="checkbox"/> <ul style="list-style-type: none">• Value the Individual – Respect others, ourselves and the people we work with in all that we do• Giving of our best – Showing commitment in our work and to enable young people• Caring Deeply – Have a passion for the work we carry out• Providing Creative Solutions – Show innovation in the approaches we take in supporting young people• Communicate authentically and truthfully – Show openness in our dealings and approaches to people	
Duties and responsibilities <p>The Night Porter role will see you working right through the small hours - but there are few overnight jobs as fulfilling as this one. Your presence on site overnight is a great reassurance to our guests, and you'll take great pride in keeping things running smoothly while they sleep.</p> <p>During the night, you'll be on hand to tend to the needs of guests and respond to any incidents.</p> <p>You'll be responsible for late check-ins and early check-outs, and setting up our continental breakfast offer too - giving you the chance to contribute significantly to guest's first impressions and final memories of the hotel.</p>	

Person specification

Skills and experience

- A confident individual who is committed about providing opportunity to vulnerable young people.
- Understanding that everyone is different and making sure people who use our facilities are respected and given the best experience.
- A dynamic individual who can drive a social enterprise forward.
- Good organisational skills.
- An understanding of personal hygiene and its effect on food preparation.
- Imaginative and creative in driving customers to the business
- A team player but also able to work on own initiative.
- Self-motivated and flexible.
- Ability to provide emotional and social support whilst promoting learning and respect.
- Willingness to accept leadership and mentoring from management.
- Good communication skills both written and verbal.
- Good attendance and punctuality record.
- Commitment to providing a high standard of customer care.
- Ideally some hospitality or customer facing background, or willingness to undergo training.
- A flexible attitude and willing to adapt to new pressures.
- Work well in your own company.

Education/Qualifications

- Relevant Level 2 qualification or relevant proven experience.
- Good standard of written and verbal English.
- Allergen awareness training and Food Hygiene Training.

Term:	Permanent
Salary:	£22,300 pa
Hours:	48 hours per week
Hours of Work	
48 hours per week plus a ½ hour unpaid lunch break to be taken during the shift. Working hours may be subject to review according to the needs of the service and future funding.	



Working hours are 8pm – 8am on a 4 day rolling rota, including weekends and public holidays.