



**Wivenhoe House Hotel Limited**

**Job Pack – Night Porter**

Wivenhoe House is a beautiful 18th Century four-star hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain's oldest recorded town, Colchester. The hotel not only offers luxury, overnight accommodation, but also accommodates, weddings, conferences, private parties and more. Wivenhoe House runs popular hotel events and has a thriving brasserie bar & restaurant which includes a 110 cover modern restaurant and 120 cover banqueting facilities. This is an exciting opportunity for a person with excellent, hands on front of house and night working experience to join our team in the role of Night Porter.

Wivenhoe House is also home to the Edge Hotel School and presents a remarkable opportunity to be a part of the moulding and training of future Hotel and Events Managers as they undertake the practical aspect of their Degree training whilst on rotation in the Hotel.

More information on the hotel can be found at the following link:

<http://www.wivenhoehouse.co.uk/>

**The Role and Duties:**

The main duties will include acting as Night Porter for Front of House; responding to enquiries, taking reservations and checking guests in and out. You will also be required to assist our Housekeeping Department by undertaking general portering duties; cleaning of public areas, assisting with the clear down of events, etc. Additionally, the role includes aiding the Food & Beverage Department with providing room service assistance and drinks for guests when the restaurants are closed. The monitoring of the safety of staff and guests as well as ensuring the security of all areas of the hotel throughout the night as also key responsibilities.

**Qualifications and Skills Required:**

Previous experience within the hospitality industry is desirable and you will need to be highly organised with a smart and professional demeanour. You will need to be IT literate. You will also need to be a team player as this role entails working across all departments in the Hotel to ensure that guest expectations are met. Excellent communication skills are also a must.

This is a night-shift based role. This role also requires the post holder to be physically able to carry out many of the duties of the post.



### **Job Description**

<b>Job Title and Grade:</b>	Night Porter, Grade 2
<b>Contract:</b>	Full Time, Permanent
<b>Hours:</b>	40 Hours per week to be worked 5 days in 7
<b>Salary:</b>	£18,731 per annum plus night shift allowance
<b>Department:</b>	Wivenhoe House Hotel – Front of House
<b>Responsible to:</b>	Front of House Manager
<b>Reports on a day to day basis to:</b>	Front of House & Housekeeping Managers
<b>Responsible for:</b>	General Reception duties, monitoring safety and security of property, providing guest services and cleaning of public areas
<b>Purpose of Job:</b>	To safely and consistently deliver high standards of service to Wivenhoe House Hotel guests

#### **Duties of the Post:**

1. To maintain public areas including toilets and lounges to a high standard in line with standard operating procedures.
2. To ensure all waste is disposed of in designated areas in order to maintain hygiene standards in the hotel.
3. To monitor safety and security of all areas during the night, performing fire watch in the hotel property as per standard operating procedures.
4. To assist with emergency room moves, early check outs, walk-ins/last minute reservations and late-night guest check in, in line with all standard operating procedures.
5. To respond to guest requests and queries in a polite and efficient manner in line with standard operating procedures.
6. To provide room service through the taking of orders, preparation of food and drinks, and delivering to guest rooms.
7. To ensure that all customers receive fast, efficient and friendly service.
8. To greet all guests in public areas and rooms in a warm and professional manner.
9. To ensure all public spaces are clean and tidy before night shift is over.
10. To provide support and guidance by mentoring Edge Hotel School students when they are on their Front of House/Night Porter placements.
11. To undertake a handover report from/to the Duty Manager.
12. To carry out any other reasonable task as requested by the General Manager or his/her nominee.



The post involves manual duties, bending, stretching and lifting. The post will also include night working.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

**Person Specification**

<b>Job Title:</b>	Night Porter
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**Qualifications /Training**

	Essential	Desirable
▪ Previous experience in a similar position		X

**Experience/Knowledge**

	Essential	Desirable
▪ Experience in 4 or 5 star property		x
▪ Experience of working with Hotel/Travel booking systems		x
▪ Previous experience of working nights	x	

**Skills/Abilities**

	Essential	Desirable
▪ Excellent customer care skills	x	
▪ Ability to work calmly and efficiently under pressure with attention to detail	x	
▪ Ability to work independently under minimum supervision	x	
▪ A high standard of personal presentation	x	
▪ Confident, professional and welcoming manner	x	
▪ Flexibility to respond to a range of different work situations at same time	x	
▪ Be able to undertake the physical aspects of this post	x	
▪ Excellent interpersonal/teamworking and communication skills	x	
▪ Health and safety and food hygiene awareness	x	
▪ Ability to listen and respond to demanding guest needs	x	
▪ Flexible approach to working times.	x	

**Other**

	Essential	Desirable
▪ Ability to meet requirements of the UK right to work legislation	x	



\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post.