



JOB DESCRIPTION

POST TITLE: NIGHT PORTER – LAURISTON HOTEL
POST NUMBER: IEIREQN00019
GRADE: IEI SCALE

Summary of Responsibilities

- To play an active part in maximising the security of the hotel which will include making regular checks throughout the internal building, ensuring that all windows and doors are locked, and that all hazardous equipment is switched off correctly.
- Patrolling the grounds whilst Duty Managers are still active within the hotel, and monitor external activity via close circuit television, alerting the police if there are any suspicious circumstances.
- To provide support to the guests as they require, consulting the relevant hotel personnel and by contacting the emergency services in case of an emergency, following laid down emergency procedures.
- To carry out basic cleaning duties in all public areas and offices.
- To supervise the reception desk, answering all incoming calls internal and external, and to meet with basic guest requests.
- To supervise early morning deliveries, ensuring proper storage with regard to health and hygiene regulations. Distribute newspapers as required.
- Provide bar service, recording accurately guest's consumption to be charged via reception the next day.
- Provide night-time and early morning hot drinks service.
- Carry out fire and security checks using clock points.

Performance Management

- To actively participate in the organisations performance management processes including the appraisal process and the induction.

Training and development

- To undertake training and development activities as agreed by your manager.



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Quality Assurance

- To be aware of and work to internal and external quality initiatives as directed by your manager.

Health & Safety

- Ensure that all work is undertaken in accordance with and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.

Use of Resource

- Ensure value for money and best use of resources in all activities related to the post.

Use of Equipment

- To operate any machinery and use equipment to carry out duties of the post as directed by Manager.

Equal Opportunities

- Carry out all responsibilities with due regard to Action for Blind People Equal Opportunities Policy and procedures.
- This job description is not an exhaustive list; the post-holder may be required to undertake other duties as directed by their manager.

HEALTH AND SAFETY

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to cooperate with Inspirational Events and Investments Ltd on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Inspirational Events and Investments Ltd's Health and Safety Policies in respect to their specific duties and responsibilities.



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CONDITIONS OF SERVICE

The Inspirational Events and Investments Ltd standard Contract of Service for staff applies.

SALARY

IEI Scale, Point 4: £11,888.66 per annum (actual).

HOURS

Hours of attendance: Part-time, 24 hours per week.

Annual leave: 18.5 days per annum, plus statutory bank and public holidays (actual).

Inspirational Events and Investments Ltd is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Customer service experience.	✓	
3* Hotel experience in similar experience.	✓	
Ability to work unsupervised.	✓	
Ability to remain calm under pressure.	✓	
Ability to work as part of a team.	✓	
Relevant qualifications.		✓
High standards.	✓	
Committed to customer care.	✓	
Experience in dealing with emergencies.		✓