



**IMAGO**  
VENUES

## Job Description

**Job Title:** Night Porter

**Reports to:** Front of House Manager

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### 1. Job purpose

To ensure all hotel night duties and services are performed to the highest standard; to ensure a high level of customer care, quality and cost control is achieved.

### 2. Job Duties (to be listed under the headings of Finance, Customer, Staff, Business Processes, Marketing, Corporate and Social Responsibility, if applicable to the role)

#### a. Finance

- To take on full responsibility for the Night Porter cash float and all cash / credit card receipts when on duty
- To ensure all additional charges are entered onto the system
- To adhere to the credit card procedures
- To ensure cost control is maintained within the department

#### b. Customer

- To ensure any guest queries are addressed immediately in a manner which exceeds the customer's expectations

#### c. Staff

- To maintain good communication conduct, discipline and motivation within the department
- To liaise closely with other departments with regards to the rooming issues, maintenance, course requirements and special functions and duty managers
- Conference/ function set up and clear down

#### d. Business Process

- To provide security cover and to deal with any emergency issues which may arise during the night
- To maintain communication with the University Security Guards during the night shift
- To ensure all Health and Safety procedures are adhered to
- To be aware of all relevant emergency and evacuation procedures
- To ensure that the company procedures are followed when using Kinetic system, switchboard and / or any other system relating to Front of House work and that any faults are reported immediately

- To ensure that all company standards and procedures are followed as per employee handbook
- To ensure all public areas are maintained and cleaned on a daily basis
- Maintaining and creation of all paper work concerning conferencing
- May be required to cover other departments of the hotel when the business levels require
- Preparation of light snacks such as sandwiches, must be made in line with current food safety regulation

#### **e. Corporate and Social Responsibility**

- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to imago's Health, Safety and Environmental Policies and Procedures.

#### **f. Other**

- To ensure that the quality of service / performance is maintained to the highest standard
- To undertake such other duties as may be reasonably request with the nature and level of the business requirements

### **3. Points to note**

- All duties must be carried out in a manner that supports Imago's commitment to equality and diversity.
- The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.
- The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.
- All duties must be carried out in accordance with relevant Health and Safety legislation and Imago's policies and procedures.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: \_\_\_\_\_ (job holder)

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

## Job Specification

### Job Title: Night Porter

	Essential	Desirable
<b>Experience</b>	<p>Minimum one year experience as a Porter / Receptionist in a large conference centre and hotel</p> <p>Experienced in a busy volume conference centre and driven 4-star hotel Front of House operation</p> <p>Liaison and interaction with Sales and Customer Service departments</p>	<p>Food preparation and bar experience</p>
<b>Skills and abilities</b>	<p>To be able to work accurately to tight deadlines</p> <p>Organisational and time management skills</p> <p>Discretion and confidentiality</p> <p>Articulate with good communication, interpersonal and people-management skills</p> <p>Initiative and self-motivated</p>	<p>Use initiative to ask questions and query systems in place</p>
<b>Training</b>	<p>A willingness to undertake further training if and when required</p> <p>A willingness to adopt new procedures as and when required</p>	
<b>Education/Qualifications</b>	<p>Educated to at least GCSE grade C standard in core subjects i.e. English and Maths</p> <p>Computer literate – keyboard skills and familiar with Microsoft Office software and email</p>	<p>Knowledge of KX</p> <p>Welcome to Excellence or similar customer service qualification</p>

	Technical ability to deliver assistance with all AV issues and tasks	
<b>Equality and Diversity</b>	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	
<b>Other</b>	<p>Well presented with a pleasant and courteous manner</p> <p>Flexible, able to work night shifts and weekends (own transport)</p> <p>To observe Imago's Equal Opportunities policy at all times</p> <p>Expected to wear Imago's corporate wear whilst on duty</p>	<p>Experience in a similar role</p> <p>Effective team player</p>