**TEMPLATE – JOB DESCRIPTION**

**Night Porter**

Have you [excellent customer service skills]? Do you [enjoy helping others]? We are hiring for a Night Porter, and we would love to hear from you!

At [insert name of business] we are passionate about [providing a great guest experience] and recognise that we can only achieve our ambition by attracting, recruiting, and retaining top talent. We will expect you to work hard and strive to ensure [our guests needs and requests are dealt with promptly and accurately.]. In return, as a valued member of the team, we offer a [friendly, and supportive] work environment where [we will train you in every aspect of your role] and provide opportunities for you to develop a career with us.

In this role you will work [insert number of hours] per week. You will work at [insert location]. [You will work X shifts per week with X days off].

As our Night Porter you will [have an important role in understanding and anticipating our guests needs]. You will [share your expert knowledge of the hotel services, local areas, and surroundings with our guests, as well as ensuring the standards of the hotel are consistently maintained]. It is expected that you will achieve this [by making a great first impression, keeping calm, under pressure and through a natural ability to effectively problem solve and find a solutions].

**Responsibilities and Duties**

You will be responsible for:

* [The safety and security of all guests and employees.]
* [Carrying out operational tasks e.g., check out bills, invoices, preparation of morning newspapers, provision of early morning calls.]
* [Providing a resident’s bar service when required.]
* [Maintaining operational standards to the highest possible level in respect of service, hygiene and health and safety.]
* [Complying with Control of Substances Hazardous to Health (COSHH) regulations.]

As our Night Porter you will report to and have the support of the [insert job title of line manager]. You will work closely with the [insert the names of the teams this role will collaborate with] team(s).

**Skills and Experience**

The successful candidate will be [reliable, trustworthy, and discreet.]

As well as being able to demonstrate:

* [A confident and engaging personality with the ability to build rapport quickly.]
* [The ability to effectively problem solve and find resolutions.]
* [Being able to work alone and as part of a team.]
* [Excellent customer service skills.]
* [Having a full, clean driving licence and a valid SIA licence.]

**Pay and Benefits**

We offer [a competitive rate of] [insert rate of pay, per hour/per month]. We also offer a wide range of benefits, including:

[X days holiday per year]

[X employers pension contribution]

[Flexible working]

[Employee assistance programme]

[Mental Health First Aiders]

[Private Medical Insurance with X for you and your dependents]

[Income Protection]

[Life Assurance and Personal Accident Insurance]

[Company sick pay]

[Medical leave]

[Occupational healthcare Service]

[2 days paid leave for volunteering each year]

[Share Incentive Plan]

[Leave Purchase Scheme]

[Cycle to Work scheme]

[Car Salary Exchange Scheme]

[Give as You Earn]

[Employee discount scheme]

[Free Parking Onsite]

[Free meals whilst on shift]

[Transport home]

[Externally accredited training and development opportunities]

[Long service awards]

[Learning & development programmes]

[Enhanced maternity pay]

[Enhanced paternity pay]

[Bereavement leave]

[Team events scheduled throughout the year]