

## Job Description

**Job Title:** Night Porter

**Location:** Mountain Training Trust, Plas y Brenin National Outdoor Centre

**Reports to:** Customer Services Manager

**Dotted-line responsible to:** Head of Hospitality, EHS & Facilities

**Key Relationships:** Customer Services Team, Hospitality Team, Facilities Team



**PLAS Y BRENNIN**

## Job Overview

As a Night Porter you will provide essential front-of-house reception coverage outside of normal operating hours. You will oversee building security, manage out-of-hours maintenance, and take charge of emergency evacuation procedures. Additionally, you will ensure effective communication between night and day shifts and support various operational functions as needed. Your role is pivotal in maintaining a safe and welcoming environment for both guests and staff.

## Key Responsibilities

- **Front of House Reception Cover Outside of Normal Hours:** Provide front-of-house reception services beyond standard operating hours. Welcome and assist guests, handle inquiries, and ensure high customer service standards.
- **Building Security Management:** Responsible for inspecting and securing/un-securing buildings, ensuring all access points are locked, and monitoring CCTV systems to maintain a safe environment.
- **Out-of-Hours Responsive Maintenance:** Oversee and coordinate out-of-hours responsive maintenance requirements, ensuring quick resolutions to any issues that may arise during the night.
- **Emergency Evacuation Management:** Take charge of emergency evacuation procedures during night shifts, coordinating with senior management and ensuring the safety of all occupants.
- **Communication and Handover:** Effectively communicate relevant information during handovers between shifts, ensuring smooth transitions and seamless operations.
- **Security Concerns:** Address and manage security concerns that arise during your shift, ensuring the safety of the premises and occupants.
- **Supporting Other Functions:** Support other operational functions as necessary, including assisting with bar work and other hospitality-related tasks to ensure smooth operations.
- **Undertaking Project Work:** Participate in project-based tasks such as reviewing security arrangements and providing input on event security, contributing to operational improvements.
- **Cleaning Duties:** Perform cleaning tasks, such as mopping floors during periods of low foot traffic, to maintain cleanliness in the building.

## Working Time

- **Morning shifts (4 shifts) :** Four morning shifts starting at 00:45 until 09:00. These shifts ensure the facility operates smoothly during evening hours.
- **Days Off (4 Days):** You will be granted four days off after completing the morning shifts to allow for rest and recovery.
- **Pay Hourly Rate:** £12.77 per hour
- **Paid Rest Break:** A 20-minute paid rest break during each shift, compensated at the regular hourly rate.

## Person Specification

### Qualifications and Training

- **Essential:**
  - First Aid Certification
- **Desirable:**
  - COSHH

### Experience

- **Essential:**
  - Proven experience in a similar role (hospitality or security).
  - Experience handling front-of-house responsibilities during late hours.
  - Familiarity with emergency evacuation procedures and incident management.
- **Desirable:**
  - Experience working with security systems and CCTV technologies.
  - Prior experience managing out-of-hours responsive maintenance.

### Skills and Abilities

- **Essential:**
  - Strong communication skills, both verbal and written.
  - Ability to manage security systems and address safety concerns.
  - Excellent problem-solving and decision-making skills, especially during emergencies.
  - Ability to manage multiple tasks efficiently under pressure.
- **Desirable:**
  - Experience with bar work or hospitality-related functions.
  - Ability to train and support other team members in operational tasks.

### Personal Attributes

- **Essential:**
  - Strong leadership skills to manage emergency situations.
  - Ability to collaborate effectively with various teams.
  - Initiative and proactivity in addressing security and safety concerns.
  - Flexibility and adaptability to changing schedules and responsibilities.
  - Strong customer service orientation.

### Other Requirements

- Willingness to undergo further training as needed, particularly in first aid and COSHH.
- Ability to adapt and remain calm under pressure during emergencies or unexpected situations.