



RIPLEY CASTLE

JOB DESCRIPTION **NIGHT PORTER**

Job Title:	Night Porter
Location:	The Boar's Head The Ripley Castle Estate Ripley Harrogate North Yorks HG3 3AY
Reporting to:	Assistant Boar's Head Manager
Responsible for:	Effective communication between the night shift and early morning receptionist.
Main purpose of the Job:	As the Night Porter you will ensure the overnight security of our Inn and Castle Grounds and ensure the needs of our residents are met through providing excellent service. You will be dedicated, reliable, self-motivated and customer focused.
Responsibilities and Duties:	<p>Security</p> <ul style="list-style-type: none">• Maintain security of the Inn and castle grounds.• Security of public car park.• Lock up all external entrances including hotel annex.• Report all incidents/accidents to the receptionist at handover. <p>Customer Care</p> <ul style="list-style-type: none">• Check in late arrivals.• Check out early departures.• Serve residents with late requests for beverages in the lounge or in their rooms.• Prepare and serve any room service, including breakfasts.• Action all early morning calls.• Cleaning and maintenance duties.• Act upon any customer complaints and take appropriate action.• Ensure the Health & Safety of our guests overnight and perform evacuation procedures if necessary.• Flexibility to perform any additional duties in order to effectively perform your job.

Essential Requirements	<ul style="list-style-type: none"> • Excellent telephone and customer service skills. • Excellent standards of personal presentation • Exceptional timekeeping and reliability • Good command of the English language
Desirable Requirements	<ul style="list-style-type: none"> • Previous experience in hospitality.
Working Conditions and Benefits	<ul style="list-style-type: none"> • Rate of pay: £8.50 per hour. • Shifts: 2 Nights over 7 with flexibility to support with holiday and sickness cover. • Hours: 11.00pm – 7.00am. • 5.6 weeks holiday a year (Inclusive of 8 days public holidays.) • Staff Discounts in our Gift Shop, Tearoom and Boar's Head Inn. • Pension – Auto enrolment dependent on eligibility.
Other duties	<ul style="list-style-type: none"> • From time to time you may be asked to undertake other duties on the Ripley Castle Estate and training will be given if this is deemed necessary. • All staff on the Ripley Castle Estate are expected to adopt a flexible approach and are encouraged to contribute new skills and ideas. • Over time your key duties may change and your co-operation will be expected where such changes are reasonable

Night Porter
March 2019