JOB DESCRIPTION

Job Title: **Lodge Porter**

Reporting to: **Head Porter**

Purpose of job: The Porters are responsible for the safety and security of Rhodes House, and the set-up of the House for commercial and Trust events.

Duties and Responsibilities:

Events

- Safety and logistics of commercial and Trust events, working with on-site caterers and ensuring function rooms are set-up prior to the start of each event with the furniture and equipment as detailed in the Running Sheet, with flexibility for last minute amendments.
- Liaises with staff, Scholars and clients on in-house technology usage including the PA sound system and any audio visual equipment as required.

Enquiries

- Respond to enquiries from staff, the general public, Scholars and Trustees on a daily basis and ensure that enquiries are dealt with in a prompt and helpful manner, promoting a professional and positive image of the Trust.
- Assists visitors by giving directions to offices, guest accommodation, and function areas.

Maintenance and cleaning

- Assisting with overseeing the domestic cleaning of the House on a daily basis and during events, arranging additional cleaning cover as required.
- Work closely with Housekeeping team to ensure that bedrooms and public spaces are kept up to House standard
- Where trained to do so; repair any damaged property or equipment belonging to the Trust
- Assisting with emergency maintenance problems by liaising with contractors and supervising any on-site contractors and checks that maintenance work is inspected and deemed satisfactory
- Keeps the Buttery and main kitchen tidy.
- Temperature recording of hot and cold water outlets (Legionella precautions) as part of rota of porter duties

Repairs & Maintenance

- Within trained ability:
    - perform basic repairs and maintenance e.g. including basic plumbing, painting, changing light bulbs, basic carpentry tasks, as directed
    - Clean blocked sanitary appliances and drains
    - Handle lock repairs and key replacements

Safety and security

- Facilitate building evacuations when Fire Alarms have been activated and liaise with emergency services as and when needed.
- Work closely with other on-duty Porter(s) on any matters that are likely to be relevant for their shift.
- Respond to accidents, emergencies and incidents, e.g. accident, fire, gas leak, flooding, broken window.
- The on-duty Porters take it in turn to share responsibility for surveillance and supervision of people using the building.
- Complete and remain qualified in all safety and security training required, such as First Aid and Fire Marshal training, and training in the operation of the Rhodes Trust fire alarms, security alarms and other such security systems.
- Conduct regular safety and security checks including, but not limited to: weekly fire alarm tests, weekly water checks on all taps in the building, monthly AED checks, annual Fire Drill practice, and checks on the First Aid boxes and ladders and maintain records reflecting these checks.

Other duties

- Liaise with colleagues to check guest accommodation bookings and, where required, meets guests to issue room keys, advise them of accommodation procedures and direct them to their guest room.
- Chauffeur/driver duties, if and when required, for the Warden, VIPs, Trustees, Secretaries, Scholars, members of staff, and others.
- Receive mail and goods delivered to the Lodge (e.g. letters, parcels, furniture, stationery, computer equipment), delivers them to their correct destination/office on the day they arrive, and sort and despatch external mail. Accept courier deliveries sending emails to recipients and safely storing delivered items in safe storage area.
- Undertakes such other duties, consistent with the purpose of the job, as may be assigned from time to time including maintaining the cleanliness and tidiness of the Lodge area by the Head Porter or Finance Director/Chief Operating Officer
- All lost property handed into the Lodge to be handled sensitively and appropriately.

Authorised by: Finance Director & Chief Operating Officer

August 2017

PERSON SPECIFICATION

The ideal candidate will have the following skills and experience:

Essential Criteria

- Experience of working in a customer-facing environment, ideally a front-of-house or reception role.
- Possess a high conversational standard of spoken English.
- Experienced in DIY and general maintenance skills
- Have a 'nothing is too much trouble' attitude
- An understanding of Health & Safety in the workplace
- Be professional in appearance and manner
- Be able to work without direct supervision.
- Willing to work flexibly on a rota as part of a small team, including early start times, late finish times, and weekend working.
- Willing to provide cover in any emergencies or security emergencies, and cover for colleagues who are absent due to illness.
- If an emergency situation arises, the job holder will need to respond with due urgency and, if and where required, co-ordinate the evacuation of any mobility-impaired people.

Desirable Criteria

- A full driving licence
- Routine DIY and decorating experience
- Previous security experience
- IT proficiency in MS Outlook and Word

The post holder will need to become qualified, if not already so, in the following, (the Trust will meet the cost of this and any other training required for the role):

- Emergency First Aid at Work (or other First Aid training course if required)
- Fire Marshal
- Emergency Evacuation training
- Water hygiene checks
- Asbestos awareness training
- Manual handling training

August 2017