



## Job Description – Seasonal Night Porter

### Post Details

<b>Job title:</b>	<b>Seasonal Night Porter</b>
<b>Directorate:</b>	<b>Northumberland Estates – Syon Park</b>
<b>Function:</b>	<b>Weddings and Events</b>
<b>Post reports to:</b>	<b>House Manager</b>
<b>Days/Hours:</b>	<b>Fridays/Saturdays core night shifts, with some additional Sundays/Mondays shifts 18:30 – 06:30 core hours, with flexibility May to October</b>
<b>Rate of Pay:</b>	<b>£18.00 per hour</b>

### Purpose of job:

We are seeking a reliable, professional, and welcoming Night Porter to oversee the safety, wellbeing, and comfort of our guests staying in the Hotspur Wing during wedding accommodations. This role requires a calm, confident individual who can use their initiative, respond efficiently to guest needs, and ensure the highest standards of security and guest care throughout the night.

An up to date First Aid certificate is required, or the successful applicant must be willing to attend a First Aid course arranged by Syon.

You will also be responsible for following all company, safety, and security policies and procedures, and for reporting maintenance issues, accidents, or unsafe conditions promptly to the House Manager.

### Main Duties and Responsibilities:

- Respond promptly and professionally to guest requests and enquiries
- Assist guests with luggage and late-night arrival needs
- Support guests during emergency situations, including assisting with evacuation procedures (e.g., fire)
- Carry out light housekeeping duties as required
- Prepare and set up rooms for the following day's occupancy
- Ensure the safety and security of both the House and all overnight guests
- Report any accidents or injuries in line with company procedures
- Provide general night-time support and assistance to guests as needed
- Conduct regular security checks and carry out security procedures throughout the night

**Personal Qualities and Requirements:**

- Confident and mature approach, with the ability to work independently and use initiative
- Strong communication skills and a self-motivated attitude
- Ability to work effectively within a team while taking ownership of individual responsibilities
- Calm, friendly manner with a positive, guest-focused attitude
- Excellent team awareness and cooperation
- Outgoing, approachable, and service-driven personality
- Ability to respond confidently and appropriately in emergency situations
- Highly organised, proactive, and attentive to detail

**Skills & Attributes:**

- A confident and mature approach is essential. Must be self-motivated communicating with others and able to act on own initiative
- Ability to work within a team – but also take responsibility for actions
- Calm, friendly manner and positive attitude
- Excellent team working and awareness
- A positive and outgoing personality is essential
- Strong interpersonal and communication skills
- Professional, warm, and approachable manner
- Excellent organisational and time-management ability
- Proactive attitude with strong attention to detail
- Ability to multitask and work well in a fast-paced environment
- Comfortable performing light physical tasks and housekeeping duties

**Experience:**

Previous experience in hospitality, customer service, front-of-house, or events