

Job Title: Night Porter

Reporting to: House Manager

Basic Salary: £11.05 per hour

Job Location: Torquay House

Our Business:

LHA London has been providing high quality accommodation in London since 1940 and now have thirteen large hostels providing affordable accommodation for nearly 2000 people in the capital. Our residents are young, single people studying or working in London, and live with LHA either to undertake educational courses, or if working, to give themselves time to familiarise with London, to make friends and to decide whether or not to make more private and long term arrangements for housing.

Main Purpose of Job:

To undertake all designated duties within the hostel, which may include reception, housekeeping, and food & beverage functions. To ensure the delivery of a positive experience to all LHA customers and assist with the overall successful operation of the hostel. To ensure standards of delivery in accordance with LHA policies. To ensure a safe and secure environment for all residents overnight. To deputise in the absence of the Line Manager, where appropriate.

Key Responsibilities Include:

Customer Services

Assisting the team with the reception of new residents and with the taking of accommodation fees.

- Welcoming of new arrivals and bringing to their notice the rules and codes of conduct of LHA including Fire, Emergency Procedures and personal belongings security.
- Dealing with all resident and staff enquiries, problems and complaints. Solving issues that arise or escalating (to relevant person, e.g. House Manager) when necessary.
- Working with the direction from the House Manager to ensure maximum occupancy and the prompt attention to booking enquiries and general emails.
- Managing arrival and departure procedures.
- Up-dating hostel information concerning resident occupancy, payments, warnings and any special file notes.
- Taking, recording and safekeeping of all monies, e.g. room fees, key deposits, laundry machines, etc.
- Liaison with residents regarding issues House Management may have with either their accommodation, behaviour or payment.

Housekeeping

Responsibility for the general presentational standard of the hostel.

- Ensuring good standards of work are met and discussing improvements / changes required with the Housekeeper.
- Along with the management team reporting maintenance work or replacements required.
- Working with House Manager to update the facilities task list and liaising with the Facilities Operative to ensure maintenance jobs are completed as required.
- Overall control of relevant stock, e.g. storage, ordering and issue of stock to cleaning staff.
- To recognise the necessity for occasional and / or deep cleaning and ensure it is carried out satisfactorily

General Administration

Assisting the House Manager with general administration:

- Continued monitoring of security arrangements and fire precautions.
- Along with House Manager ensuring compliance with all relevant Health & Safety and Fire Record keeping, e.g. COSHH, Risk Assessments and fire checks.
- Cashing up and banking of all monies taken on site

Other tasks as reasonably required by line management.

Key Requirements:

- Previous experience of working within the hospitality or customer focused industry.
- Knowledge and understanding of LHA and its customer base.
- Understanding of management software systems and/or proficient in basic computer skills.
- Good numeracy and literacy skills.
- Able to demonstrate a good level of verbal and written communication skills.
- Basic Food Hygiene Certificate where applicable.