

Night Porter - Job Description

Who are we?

aparto is an award-winning accommodation and student experience provider based across the UK, Ireland, Italy and soon Spain. We want to provide amazing experiences in all of our communities by investing in our people, our facilities and our brand. We believe in student homes, not student rooms, and we want to provide the best experience possible. We strive to constantly improve. To take feedback from our teams, our residents and our business partners. We aim to provide safe, fun places to live and work.

Our Values

- **Community** – We build great communities for you to be a part of
- **Experience** – We create unique and positive experiences for all our customers
- **Inclusion** – We encourage an inclusive environment, where all are welcome
- **Respect** – We respect diversity, other people's values and cultures

Role Profile & Responsibilities

Role Profile

Based in our Binary Hub accommodation, you will be working a 12-hour shift on a rotational four-on-four-off basis. Our night porters need to be professional and energetic as they are the first point of contact for our guests. The successful candidate will complete a wide range of tasks, dealing with general requests, inquiries and ensuring the accommodation is clean, tidy and secure.

Main duties

- Welcome all residents and guests in a kind and friendly manner
- Respond to any guest enquiries
- Help guests locate parcels delivered to the accommodation.
- Conduct regular walkthroughs of the accommodation and grounds
- Notification and escalation of any incidents, writing reports
- Maintain correct and accurate records of all site checks
- Carry out housekeeping and safety inspections according to check lists
- Ensuring storage areas are clean and tidy throughout the shift.
- Monitor and report repairs or replacements required during patrols
- Carry out visual inspections of mechanical equipment in the plant rooms.
- Light cleaning duties
- Deal with lock outs
- Conducting water flushing where necessary
- To carry out duties at the request of the management team

- To carry out any ad hoc duties.
- Fire Monitoring and First response fire and emergency.
- Security Aware.
- Student point of contact in emergency.

Person Specification

- Able to work on own initiative
- Self-motivated with great communication skills
- Customer-focused
- Outgoing and enthusiastic with a good sense of humour and the ability to apply common sense
- High energy levels - this can be physically demanding role
- Friendly and approachable with a can do attitude
- Able to communicate effectively with people at all levels (orally and in writing).
- Problem solving skills/ability to use own initiative
- Highest work standards, working independently to meet performance standards without supervision.
- Strong customer service skills
- A desire to learn and to continually develop.

Desirable

PBSA Industry experience

NB: This job description list is not exhaustive and may alter in light of the changing needs of the business. You may be required to undertake other duties from time to time as the Company may reasonably require.