



PORTER
Part-Time
Application Pack

ROLE OF PORTER

We are looking for a friendly, hardworking Porter to join our Conference Centre team.

The Wilson Carlile Centre is a thriving conference venue and accommodation centre based in the vibrant centre of Sheffield. It boasts 30 en-suite rooms, a three-bedroom apartment, 10 meeting rooms and a café. Our guests range from local groups such as Sheffield Children's Hospital or Sheffield Hallam University to larger national events. We seek to deliver the highest possible standard of hospitality whether for a group of three or a group of 150. You will join a large team of 20+ staff which included a Centre Manager, Deputy Centre Manager, Receptionists, Porters, Catering Assistants, Chef and Conference Coordinators, all committed to delivering a professional service with an ethos of hospitality, kindness and goodwill. The team work together to provide a 24/7 service.

The porter role is a key role within the team and will require someone who is able to demonstrate excellent customer service skills and who understands our values. You will be entrusted to deliver high standards of hospitality at all times and deal with guests in a professional and efficient manner. You will be responsible for the security of the Wilson Carlile Centre whilst on duty and will be the first point of call for dealing with any queries from guests during out of office hours. The successful candidate will be highly motivated, comfortable working on their own but also recognising their part to play within a dynamic team. You will enjoy meeting and dealing with the needs of different users of the centre and ensuring the comfort and safety of guests is upheld at all times.

The successful candidate is expected to have a flexible approach to their work in order to meet the needs of the business. There will be times where you will be required to work additional or alternative hours to your usual shift pattern.

You find more about us at www.wilsoncarlilecentre.co.uk

The bottom of the page features a background image of two bowls of orange soup, topped with butter and seeds. The Wilson's Cafe logo is overlaid on the left side of this image.

Wilson's
Cafe

Drop in for a coffee or a
bite to eat - we'd love to
see you!

JOB DESCRIPTION

Job Title:	Porter Nights (Part-Time)
Location:	Wilson Carlile Centre, Sheffield
Responsible To:	Centre Manager
Relating To:	Deputy Centre Manager and Conference Centre Team
Purpose:	To be responsible for the security of the building, contents and guests To make guests feel welcome, provide helpful assistance and ensure all conference rooms are set to the required standard
Objectives:	<ol style="list-style-type: none">1. To ensure all visitors receive a warm and personalised welcome and service and facilities are set up correctly2. To contribute to the upkeep and maintenance of WCC both internally and externally3. To be responsible for the security of WCC and guests overnight4. To contribute to the health and safety procedures within WCC5. To be an active participant in the community of the Wilson Carlile Centre

RESPONSIBILITIES AND KEY TASKS:

1. To ensure all visitors receive a warm and personalised welcome and service, and that facilities are set up correctly
 - 1.1. Provide a warm welcome for staff and visitors to the Wilson Carlile Centre with an ethos of hospitality, kindness and goodwill.
 - 1.2. Deliver the highest standards of service to customers and visitors and to continually improve systems and processes.
 - 1.3. Manage guest queries in a timely and efficient manner.
 - 1.4. Meet and greet visitors to the Centre, keep Rezylnx up to date with guest information, issue keys and show guests to accommodation as required. Attend to ad-hoc problems out of hours e.g. car park barrier stuck, guest locked out of accommodation, etc.
 - 1.5. Set up and clear down conference rooms as per function requirements, ensuring these standards are maintained throughout.

2. To contribute to the upkeep and maintenance of Wilson Carlile Centre both internally and externally

- 2.1. Be responsible for ensuring clear and safe car park areas and pedestrian access to the Centre, particularly in adverse weather conditions (e.g. clearing snow, gritting, etc).
- 2.2. Carry out grounds maintenance, gardening tasks and grass cutting as and when required to keep the grounds looking presentable.
- 2.3 Clean internal and external glass, windows and frames within the limitations of safe working practices.
- 2.4 Carry out any first line maintenance duties of fixtures and fittings within the Centre.
- 2.5 Report any maintenance, repairs and health and safety issues to the appropriate person in an accurate and timely manner.

3. To be responsible for the security of Wilson Carlile Centre and guests overnight

- 3.1 Carry out regular security checks of the building to ensure maximum security and report as necessary.
- 3.2 Monitor and identify any security risks or hazardous situations and report as necessary.
- 3.3 Ensure the building and guest rooms are always secure, and ensure the safety of WCC visitors and guests at all times by patrolling the property, monitoring any surveillance equipment, inspecting equipment and access points.
- 3.4 Diffuse difficult situations, dealing with any potentially aggressive behaviour properly.
- 3.5 Assist in any emergency situation around the site.
- 3.6 Uphold the comfort and security of guests at all times.

4. To contribute to the health and safety procedures within Wilson Carlile Centre

- 4.1 If the fire alarms sounds, adhere to the fire evacuation procedure and fire safety procedures and ensure the safety of visitors and guests, calling for emergency services when required and liaising with them to ensure safe to return to accommodation.
- 4.2 Check all fire exits are secure and free from obstructions. Check all unnecessary equipment and lighting are turned off.

- 4.3 Complete incident reports and provide First Aid when required.
- 4.4 Report any security incidents to the Centre Manager in an accurate and timely manner, making any records where necessary.
- 4.5 Comply with health and safety legislation, fire regulations and legislation, and any Centre policies at all times.
- 5. To be an active participant in the community of the Wilson Carlile Centre**
- 5.1 Help to build a sense of community and teamwork within the Wilson Carlile Centre.
- 5.2 Attend and take part in monthly community gatherings.
- 5.3 Share in the general responsibilities of all staff regarding:
- Welcoming visitors to the Centre
 - Answering telephones
 - Dealing with incoming and outgoing post
 - Handling general enquiries

General:

- To undertake any such duties as are commensurate with the post at the direction of the Centre Manager or Deputy Centre Manager
- To be an active member of the Conference Centre team, participating in team meetings and in the overall objectives and life of the team
- To attend an annual appraisal and regular one to ones with the line manager
- To undertake any training as required for the role as identified in an appraisal or supervision
- To adhere to Church Army's contractual and non-contractual policies. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- To be sympathetic to the ethos of Church Army and its work
- To act in the best interest of Church Army at all times

PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

ESSENTIAL	DESIRABLE
Experience working as a Porter or similar role	First Aid training
Experience of working in a customer service environment	General hospitality knowledge
Knowledge of health and safety relevant to the role	Experience in a hotel or conference centre
A knowledge of fire regulations	Experience of night and lone working
Able to communicate effectively in English (oral and written)	Able to use Reslynx system for recording guest information
Good practical skills - an ability to carry out general maintenance tasks	
Confident using IT	
Able to work to a high standard and deliver excellent hospitality skills	
Eager to help other people	
Honest, reliable and resilient	
Strong use of initiative and committed to getting a job done	
Self-motivated	
Friendly and able to work with people of all backgrounds	
Display a polite and professional approach.	

A positive can-do attitude	
Strong team player and flexible approach to the role	
Trustworthy	
Able to work the hours required for the role and offer some flexibility	
In sympathy with the aims and objectives of Church Army	



OUTLINE TERMS AND CONDITIONS

Location	Wilson Carlile Centre, Sheffield
Salary	Living Wage: £12.00 per hour
Hours:	20 hours per week Mondays and Tuesdays: 10pm-8am
Pension	The post holder will be assessed for auto-enrolment and if eligible, employer contributions will be made at 5%, based on qualifying earnings.
Annual Leave	25 days, plus bank holidays, pro-rata. Bank holiday cover may be required. Some days are compulsory leave over Christmas when the office is closed.
Probation Period	Six months
Contract Type	Part-Time, Open-Ended
Notice Period	Four weeks (after Probation)
DBS Requirement	None
Occupational Requirement	None

APPLICATION PROCESS

To apply, **please submit an application form** which is available to download from the vacancy page for this post on our website: <https://churcharmy.org/get-involved/job-opportunities/>

To find out more about this role, please email emma.lindsay@wilsoncarlicentre.org.uk

Recruitment for this position is ongoing until a suitable candidate is found, so please submit your application as soon as possible and you will then be contacted by our team.

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@churcharmy.org
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Two satisfactory references
- Successful completion of a probationary period

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about Church Army please visit: www.churcharmy.org