



# PORTER

## Application Pack

BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS

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# **ROLE OF PORTER**

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

The Wilson Carlile Centre is a thriving conference venue and accommodation centre based in the vibrant area of Sheffield and boasts 30 en-suite rooms, a 3-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 including those held by Faith groups. We seek to deliver the highest possible standard of hospitality whether it's for a group of 3 or a group of 150. You will join a large team of 20+ staff that include the Centre Manager, Housekeepers, Receptionists, Porters, Catering Assistant, Chef and Conference Coordinators all committed to delivering a professional service with an ethos of hospitality, kindness and goodwill. The team help to cover the centre on a 24/7 basis.

The porter role is a key role within the team and will require someone able to demonstrate excellent customer service skills and who understands our ethos. You will be entrusted to deliver our high standards in 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 in order to meet the needs of the business. You find more about us at [www.wilsoncarlilecentre.co.uk](http://www.wilsoncarlilecentre.co.uk)

*Emma Lindsay, Centre Manager.*

# **ROLE DESCRIPTION**

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<b>Location</b>	Wilson Carlile Centre, Sheffield
<b>Salary</b>	£12,480 per annum (£23,400 FTE pro rata)
<b>Responsible to</b>	Centre Manager
<b>Relating to</b>	Conference Team
<b>Hours</b>	20 hours per week: Saturday 12pm-8pm & Sunday 8pm - 8am  Some flexibility is required to cover reception across all days of the week.
<b>Pension</b>	Church Army is an auto enrolment employer. If you are eligible for pension contributions, you will be enrolled into a qualifying scheme and minimum pension contributions will be made by the employer.
<b>Annual Leave</b>	132 hours per annum inclusive of bank holidays (247.5 hours FTE pro rata). Bank holiday cover may be required. Some days are compulsory leave over Christmas when the office is closed.
<b>Probation Period</b>	The post will be subject to a six-month probation period
<b>Contract Type</b>	Part-Time, Open-ended
<b>Notice Period</b>	4 weeks (after probation period)
<b>DBS Requirement</b>	None
<b>Occupational Requirement</b>	None

**Purpose:** To be responsible for the security of the building, contents and guests. To make guests feel welcome and provide helpful assistance and ensure all conference rooms are set to the required standard.

**Objectives:**

1. To ensure all visitors receive a warm and personalised welcome and service and facilities are set up correctly.
2. To contribute to the up keeping and maintenance of WCC both internally and externally
3. To be responsible for the security of WCC and guests over night
4. To contribute to the health & safety procedures within WCC.
5. To be an active participant in the community of the Wilson Carlile Centre

**In this role you will ....**

- 1. To ensure all visitors receive a warm and personalised welcome and service and facilities are set up correctly**
  - 1.1. To provide a warm welcome for staff and visitors to the Wilson Carlile Centre with an ethos of hospitality, kindness and goodwill.
  - 1.2. To 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 Reslynx 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. To set up and clear down conference rooms as per function requirements, ensuring these standards are maintained throughout.
  
- 2. To contribute to the up keeping and maintenance of WCC both internally and externally**
  - 2.1. To 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. To carry out grounds maintenance, gardening tasks and grass cutting as and when required to keep the grounds looking presentable.
  - 2.3 To clean internal and external glass, windows and frames within the limitations of safe working practices.
  - 2.4 To carry out any first line maintenance duties of fixtures and fittings within WCC.
  - 2.5 To 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 WCC and guests over night**
  - 3.1 Carry out regular security checks of the building to ensure maximum security and report as necessary.

3.2 To monitor and identify any security risks or hazardous situations, and report as necessary.

3.3 To ensure the building and guest rooms are always secure and to 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 To diffuse any difficult situations, dealing with any potentially aggressive behaviour properly.

3.5 To assist in any emergency situation around the site.

3.6 To uphold the comfort and security of guests at all times.

#### **4. To contribute to the health & safety procedures within WCC.**

4.1 If the fire alarms sounds, to adhere to the fire evacuation procedure and fire safety procedures and ensure the safety of WCC visitors and guests, calling for emergency services when required and liaise with them to ensure safe to return to accommodation.

4.2 Check all fire exits are secure and also free from obstructions. Check all unnecessary equipment and lighting are turned off.

4.3 To complete incident reports and provide First Aid when required.

4.4 To report and security incidents to the Centre Manager in an accurate and timely manner, making any records where necessary.

4.5 To comply with health & 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 To help to build a sense of community and teamwork within the Wilson Carlile Centre.

5.2 To attend and take part in monthly community gatherings, which are designed to strengthen and develop our ethos.

5.3 To 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 their senior.
- To be active as a member of the Conference Centre team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team
- To attend an annual appraisal and regular one to ones with your 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 at all times. These are outline in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times

# **ROLE REQUIREMENTS**

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. All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

## **Essential:**

### Experience

- Experience of working in a customer service environment
- Knowledge of health and safety relevant to the role
- A knowledge of fire regulations

### Skills & Abilities

- Able to communicate effectively in English (oral and written)
- 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

### Attributes

- 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

## **Desirable:**

### Experience

- Experience working in a porter role
- First Aid training
- General hospitality knowledge
- Experience in a hotel or conference centre
- Experience of night and lone working

### Skills & Abilities

- Able to use Reslynx system for recording guest information

We are looking for a candidate who is in sympathy with the aims and objectives of Church Army, who is able to work the hours required for the role and can offer some flexibility to the team.

# WHAT MAKES US CHURCH ARMY

## Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

## Our Values

Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



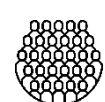
**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.





## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



# APPLICATION PROCESS

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If you would like you to find out any more about the role, please contact [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)

To apply, please submit a Church Army Application Form which is available to download from the job advert on our website or email [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org) for a copy.

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*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.*

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## What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to [recruitment@churcharmy.org](mailto: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
- Successful completion of a probationary period
- Two satisfactory references

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](http://www.churcharmy.org)