



Job Description

Job Title:	Night Porter
Accountable To:	Housekeeping Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are Ambitious
We are focussed on personal and business success
- We are Caring
We genuinely care about our guests and our colleagues
- We are Creative
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are Enthusiastic
We are motivated to develop our skills and do our best for guests every day
- We are Loyal
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

To conduct regular patrols of the property, ensuring all areas are secure and locked. Facilitate guest access to accommodation in a professional manner, verifying that they are entering the correct accommodation before allowing entry. Address guest issues promptly and professionally, including responding to calls on the onsite mobile phone. Act as the first point of contact in emergency situations throughout the night, providing appropriate assistance as needed. Remain vigilant for fire alarms and, in adverse weather conditions, monitor flood defences while ensuring footpaths and walkways are gritted. Perform laundry duties, including washing and drying towels and robes, to maintain an adequate supply for the following day while keeping the area clean and tidy. Assist venue staff at the end of the evening to ensure guests leave the property promptly and safely, restricting access to accommodation areas only. Assist and be accountable for any overnight contractors. Prepare a detailed handover report, documenting any guest complaints, incidents, or maintenance issues encountered during the shift.



Safety and Security

1. Conduct regular patrols of the property to ensure all areas are secure and access is restricted to authorised guests only.
2. Maintain the security of all buildings and grounds by ensuring doors and entry points are locked where necessary and reporting any concerns promptly.
3. Act as the first point of contact for emergency situations during the night, responding appropriately to fire alarms, medical incidents, or security breaches.
4. Conduct hourly check-ins at designated areas and record any observations or incidents.
5. Assist venue staff at the close of evening operations, ensuring guests and staff vacate non-residential areas promptly and safely.
6. Ensure guests remain within their designated accommodation areas throughout the night, preventing unauthorised access to restricted areas.
7. Monitor weather conditions and proactively assess flood risks, implementing necessary preventative measures where required.
8. Grit walkways and footpaths during adverse weather conditions to minimise the risk of slips and falls.
9. Supervise and take full accountability for any overnight contractors, ensuring compliance with safety protocols and site regulations.
10. Respond to first aid incidents as required, offering assistance and contacting emergency services when necessary.

Guest Services

11. Facilitate secure access to accommodations, verifying guest details before granting entry and assisting with late arrivals where necessary.
12. Respond promptly and professionally to guest enquiries, concerns, or emergencies via the onsite mobile phone.
13. Ensure a peaceful overnight environment by preventing disturbances and addressing any noise complaints or behavioural issues discreetly and effectively.
14. Provide courteous and efficient customer service, demonstrating a professional and reassuring presence for guests throughout the night.
15. Securely manage any lost property items found overnight, ensuring they are recorded and handed over to the appropriate team.

Housekeeping and Property Maintenance

16. Carry out laundry duties, including washing, drying, and folding towels and robes, to maintain an adequate supply for the following day.
17. Maintain cleanliness and organisation in laundry areas, ensuring all equipment is used safely and efficiently.
18. Conduct basic site upkeep, ensuring external areas remain tidy and free from obstructions to maintain the overall presentation and safety of the property.

Administrative and Reporting Duties

19. Prepare a comprehensive handover report at the end of each shift, documenting any guest complaints, incidents, or maintenance concerns for the day team to address.
20. Ensure full compliance with company policies, including Health & Safety, Fire Safety, and Emergency Procedures, reporting any breaches or concerns as necessary.



General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are always adhered to
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Always Act as a positive ambassador for Moddershall Oaks when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment.
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print):

Signed:

Date:



Job Title: Night Porter		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Emergency First Aid at Work	Desirable	Application
Fire Marshal	Desirable	Application
Level 2 Health & Safety at Work	Desirable	Application
Proven Experience		
Previous experience in a night porter role, ideally within a high-quality hotel or similar environment	Essential	Application
Experience in delivering a high standard of customer service to guests	Essential	Application/ Interview
Experience in responding to emergencies and making decisions under pressure	Essential	Application/ Interview
Knowledge and experience of health and safety procedures, including responding to fire alarms	Essential	Application/ Interview
Knowledge, Skills and Abilities		
Ability to work independently and use own initiative	Essential	Interview
Knowledge of basic health and safety requirements including fire safety	Essential	Interview/ Assessment
Strong time management skills, with the ability to prioritise tasks and meet deadlines	Essential	Interview
Good verbal communication skills with the ability to interact professionally with guests and colleagues	Essential	Interview
Strong problem-solving skills and the ability to think quickly in unexpected situations	Essential	Interview/ Assessment
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Full driving licence and access to own vehicle	Essential	Application
Comfortable working alone throughout the night	Essential	Interview



Moddershall Oaks

COUNTRY SPA RETREAT

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