



VICTORY SERVICES CLUB

JOB DESCRIPTION HALL PORTER

Job Title:	Responsible for:	Responsible to:
Hall Porter	N/A	Head Porter, Front of House Manager

Primary Role:

- To ensure that the security of the Club is the priority and that all procedures are correctly followed.
- To ensure that the security checklist is completed and that all security checks are carried out and issues reported.
- To ensure we 'exceed expectations'.
- To deal with Left Luggage in accordance with laid down procedures.

Specific Tasks:

- To ensure that the security role is carried out daily to guarantee Club security.
- To maintain a visible and polite security presence at the Club entrance.
- An established knowledge of the Fire Alarm Panel.
- An established knowledge of the Intruder Alarm Panel.
- An established knowledge of the CCTV Equipment.
- Receive, secure and sort Club Mail.
- Set up and distribute Club Newspapers.
- Have sound knowledge of Porter card reader machine.
- Sign all visitors/contractors in and issue with a security badge
- Take ownership of locking the front entrance when necessary
- Man the front entrance on a daily basis when requested
- Check Events detail against Event Board.
- Check handover diary on a daily basis.
- Deposit and issue tickets for left luggage.
- Assist Reception with calls regarding general information.
- Receive and secure deliveries
- Assist members with requests for irons/ironing boards.
- Ensure Club entrance, Foyer, Reception area, Porters Lodge and Members lounges are in a clean and tidy condition in accordance with VSC Health & Safety policy.
- Security of Carisbrooke Entrance as required
- To carry out other duties from time to time that are compatible with the above post.
- To have sound knowledge of the Club and surrounding areas
- Making sure that the Hall Porter desk is manned at all times in absence of the Head Porter
- Assist guests with their luggage.
- Promote the Club facilities.
- Ensuring that all members or guests show their membership card or key card upon entry into the Club and all other visitors are signed in.
- Attend training when required.
- Complete security walk of the Club perimeter as required in accordance with laid down procedure.
- Complete security walk of internal building as required in accordance with laid down procedure.
- Support colleagues on a daily basis.
- To ensure that the best possible Guest Care is implemented at all times.
- To regularly read the Hospitality Assured Manual and to regularly exceed expectations.

Health & Safety and Environment:
<ul style="list-style-type: none"> • Well-established knowledge of the VSC Health & Safety procedures. • Knowledge of Fire Safety and Evacuation procedures. • All staff are required to use energy resources efficiently and sparingly. • Recycle waste where appropriate and to stop or report any wasteful practices.

Previous Experience and Training:
<p>Essential:</p> <ul style="list-style-type: none"> • Good background knowledge of London. • Able to display a 'can do' attitude towards our guests. • Fire Training as arranged by the Club. <p>Desirable:</p> <ul style="list-style-type: none"> • Two years' experience in a similar role.

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: