

Role: Hall Porter

Location: Hyde Park, West London (W2), W2 2HF

Salary: up to £13.72 per hour

Contract Type: Flexible/Casual

About Us:

Victory Services Club (VSC) is a successful charity which provides membership services to serving & retired members of the UK Armed Forces, NATO, Commonwealth, and their families. The Club, which is close to Marble Arch, has 200 bedrooms, extensive dining facilities, and seven Event Rooms which are available for Club members. Our Event Rooms are hired to generate revenue for the charity. The Club operates a number of schemes to provide free breaks for serving members of the Armed Forces.

The Role:

As a Hall Porter, your primary responsibilities will be:

- to ensure that the Security of the Club is the priority and that all procedures are correctly followed
- to man the front entrance on a daily basis when requested
- to ensure that the security checklist is completed and that all security checks are carried out and issues reported.
- to ensure that we 'Exceed Expectations' at all times.
- to promote the Club facilities
- to have sound knowledge of the Club and surrounding areas
- to ensure that all members or guests show their membership card or key card upon entry into the Club and all other visitors are signed in.
- to complete security walk
- to assist guests with their luggage
- to assist Reception with calls regarding general information
- to receive and secure deliveries
- to ensure Club entrance, Foyer, Reception area, Security Desk and Members lounges are in a clean and tidy condition in accordance with VSC Health & Safety policy

The Person:

This is a customer facing role, best suited to a person who is of a warm, friendly and welcoming nature. You must be able to assist customers and answer questions about the surrounding area in a professional manner. It is essential for you to be able to follow strict procedures and ensure the security of the Club. You must have strong communication skills with a confident telephone manner. The successful candidate must be fluent in English and have the legal right to work in the UK.

Benefits Package

- Meals provided whilst on duty
- Generous Company pension scheme
- Training & progression opportunities
- Life Assurance
- Enhanced Maternity Leave
- Travel Season Ticket Loan
- Study Leave
- £500 recommend a friend scheme
- Perkbox- giving you discounts across shops, cafés, restaurants and more!
- Christmas and Summer Party
- Birthday Leave
- Long Service Awards
- Employee Assistance Programme
- Discounted Cinema Vouchers

The VSC is committed to staff development and supervision, and we will provide a detailed induction and on-going training and support. We are an equal opportunities employer, and we welcome applications from all sections of the community.

Please email your CV to: Raj.Balan@vsc.co.uk or recruitment@vsc.co.uk to apply!