

Job title: Night Porter

Reports to:
Housekeeping Team Leader

Reporting to job holder:
Not Applicable

Overall purpose:

To assist in the delivery of high quality, owner focused presentation within designated Ben premises. To support the night security team in the event of a fire alarm activation and to provide support in the event of an owner emergency.

Principal accountabilities:

Planning and organising

- To work in conjunction with the night security operative to ensure the site is secure and safe
- To be reactive in the event of an emergency.
- To ensure the site presentation is to the required standard.
- To carry out light clean duties in communal and office areas.
- To bring in and take out garden furniture cushions as per requirements.
- To remove owners' refuse and recycling from outside apartment.
- To participate in the implementation of quality assurance programmes within the village service as required.
- To report maintenance fault.
- To greet visitors and answer the telephone/handset.

Business focus

- To comply with current Fire, Health & Safety at Work, Safe Food Handling, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.
- To maintain a clean and tidy working environment, cleaning equipment daily.
- To report equipment faults to the Housekeeping Leader
- To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.
- To follow current infection control guidelines to minimise risk to owners, visitors and Ben.
- To identify and report any incidents of alleged or known abuse by or to any resident, complying with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To communicate effectively and appropriately with owners, their relatives and visitors to Ben premises.
- To liaise where appropriate with House Keeping Leader and Facilities Management colleagues to ensure the cleanliness and safe environment of designated Ben premises, reporting any risks or hazards to the Housekeeping Leader or Facilities Manager without delay.

- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, owners or visitors to the Housekeeping Leader or Facilities Manager

Managing performance

- To participate in the assessment and evaluation of the quality and effectiveness of housekeeping services provided to owners and contribute to the development and implementation of service/standard improvement plans as required.
- To support and assist new staff, under the supervision of the Housekeeping Supervisor and act as a mentor to new starters as required.

Stakeholder relationships

- Represent Ben and the establishment in a positive manner.

Achieving resident service excellence

- To support the delivery of high quality and consistent services to owners, visitors to Ben premises and colleagues.
- To recognise owners' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our owners and colleagues.

Additional duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Housekeeping Leader.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key measures:

Planning and organising

- To contribute to the provision of village services which are of a high standard, ensuring owners dignity, choice, and independence are maintained at all times.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to owners.

Business focus

- To assist in maintaining a safe working environment at all times.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

Communication

- Owners, their relatives and visitors to designated Ben premises are engaged in a professional and appropriate manner, ensuring the establishment is viewed in a positive way.
- To assist in maintaining a clean and safe environment within designated Ben premises for owners, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents on designated Ben premises are dealt with promptly, promoting a positive resident experience.

Managing performance

- To support the delivery of agreed service/quality improvements for housekeeping within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues/concerns in a timely manner.

Stakeholder relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving resident service excellence

- To contribute to the delivery of a consistent level of service to owners, and colleagues, which maintains high standards of presentation, cleanliness and hygiene to meet owners and colleagues' expectations, ensuring the establishment is viewed in a positive way.
- Owners and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Housekeeping Assistant in line with our values:

Passionate
Respectful
Inclusive
Driven
Empowered

Experience required:

- Previous experience of night work, reception, cleaning within a customer service focused environment is desirable but not essential.

Technical Knowledge:

- Awareness of the principles of person centred care is desirable.

Other significant role requirements:

- Demonstrate the Core Behaviours for the role.
- Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake as required routine administration tasks accurately.
- Able to view the Centre/Village and our owners' accommodation from their perspective, maintaining high levels of cleanliness and hygiene standards at all times.
- Ability to carry out and complete routine work quickly and effectively to the highest standards.
- Able to deal with owners sensitively and with consideration at all times and in a manner, that respects their dignity, independence and choice.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to owners and colleagues.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: 23/6/20