

Hever Castle is looking for a full-time house porter to work alongside a team of dedicated professionals who strive to exceed customers' expectations. You will need a hands-on approach, the ability to work under pressure and competence to work as part of a team or individually.

To apply please send a CV and cover letter to nferguson@hevercastle.co.uk by the 3 July 2021

Reports to: Assistant Manager- Nicola Ferguson

Based at: Hever Castle, Nr Edenbridge, Kent, TN8 7NG

Key responsibilities and accountabilities:

1. Assist in the setting up of function rooms/ areas in preparation for Weddings Ceremonies and Receptions, Private Dining and B&B Bookings areas within the Astor Wing, Medley Court, Pavilion, Loggia and Castle. However, the core of this position will be based in the Astor Wing.
2. To ensure all areas back of house from the Astor Wing to the Castle are cleaned and maintained to a sufficient standard.
3. To assist with the cleaning of the private dining areas; ensuring that a high standard of cleanliness is maintained and that the clients' requirements are met.
4. To be involved with parking and meet and greet of guests as required across the Estate from the Astor Wing to the Pavilion for all functions where necessary.
5. To assist with the operations of the B&B.
6. To ensure that all health and safety procedures are upheld.
7. To assist in solving any incidents that take place both at the Astor Wing and Pavilion along with the House Manager.
8. Ensure that a reasonable level of conference equipment, bulbs etc and stationary are kept on site and that stock takes are completed on time as requested by the accounts department.
9. To assist with sustaining an adequate supply of chopped logs and kindling for use in the Castle, Astor Wing and Medley Court.
10. To assist with any maintenance requests. Where possible these are to be undertaken in house. During the Winter Months a further general upkeep of the building may be required i.e., painting where necessary.
11. Liaise and communicate with internal staff as well as external suppliers as necessary to ensure all areas meet the required standards and the customer's requirements are upheld.
12. Undertake any administrative duties as necessary i.e., Check in and taking payment of B&B bookings.
13. Take part in any health and safety courses that are necessary.
14. Undertake any other reasonable duties as required by either the House Manager or Assistant House Manager.

Hours of work

You will be required to work such hours as are reasonably necessary to perform your duties based on 40 hours per week as agreed by the Assistant Manager.

Weekend, Bank Holiday, and evening provisions with appropriate split shifts (where needed) will be part of your normal working routine for which time in lieu will be granted and for any Bank Holidays worked.

You will be entitled if taken; to a one-hour unpaid lunch break and paid ten minute morning and afternoon refreshment break, the timing of which will be as agreed with the House Manager.

Please be aware that this position is not offered with accommodation on site.