



## Head Porter – Job Description

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### Cambridge Riverside

Reports to: Facilities General Manager  
Location: Cambridge Riverside, Cambridge  
Hours required: 9am – 6pm Monday to Friday (with occasional shifts of 6am to 3pm or 1pm to 10pm Monday to Friday, occasional weekend work and additional hours as needed)

### Purpose

**The overall purpose of this job is to be responsible for maintaining the quality standards of the development, quickly and efficiently resolving all maintenance issues, and providing an exceptional customer service to all residents and welcome and settle new residents.**

### Responsibilities / Tasks

Duties include but are not limited to:

#### **Service to the residents “*Make life more pleasurable for all of our residents*”**

- First point of contact for all lessees and residents either via telephone or in person at the Concierge Desk regarding maintenance issues, complaints, emergencies and additional requests such as taxi ordering, etc.
- Provide a visible presence of on-site management at times of peak resident movement, i.e. mornings and evenings.
- Responsible for the parcel reception and delivery, receiving and signing for goods, advising residents via post-boxes in post room and handing over of goods to recipient/s.
- Responsible for creation and operation of resident key-holder and apartment access permission/disclaimer forms.
- Handling any problems/complaints from residents effectively and efficiently, following Encore procedures and reporting to others where necessary.
- Meet and greet all new residents (lessees and sub-tenants), welcoming them and familiarising them with the ‘house rules’ and reasonable expectations of Encore Estate Management Limited and the on-site staff.
- Control the move-ins and move-outs of all residents so that no damage or blockage occurs in the communal areas.
- Be fully conversant with the operation of the standard domestic appliances provided within the apartments.
- To create, update, operate and be fully conversant with local suppliers and be a literal library of information for the residents on demand.

#### **Building Management “*Protect the value of the our owner's homes*”**

- Approve and assess all maintenance work highlighted and qualify whether an item is defective or under warranty or covered by a maintenance contract.
- Develop and maintain a plan of action for raised maintenance issues, tracking the actions taken through to resolving the issue.

- Engaging, timetabling and overseeing all contractors, both routine and non-routine for minor work and repairs within the development.
- Provide a 'hand's on' presence where needed to keep the development clean and tidy.
- Assisting the Estate Manager with the preparation of budgets for the landlord/freeholder.
- Responsible for the operation and monitoring of the CCTV system, including the changing and storage of CD's and retrieval of images as requested following any 'incident'.
- Responsible for the purchase/replacement and safe storage of equipment and products/chemicals used by the Porters.
- Responsible for the. creation, operation and monitoring of contractor signing-in/out procedures
- Parking management including creation and operation of forms for Guest Parking and the enforcement of parking rules.
- Facilitate the collection of meter readings for utilities.
- Facilitate system testing around the development (including services such as emergency lighting, fire alarms, smoke vents, etc.)
- Be fully conversant with the Head Lease Agreements especially the rules and regulations of the site.
- Ultimately responsible for Health & Safety on site including all external contractors.
- Ensure copies of all covenants have been signed by the tenants before being allowed to move into the allocated apartment.

#### **Team Management *"Happy Team, happy residents"***

- Responsible for supporting, overseeing and managing the work of Porters, Security and Gardeners.
- Produce work rotas including sickness and holidays, ensuring maximum efficiency is achieved at all times.

#### **Cleaning and grounds maintenance *"It's nice to come home to an Encore estate"***

- During the early stages of the development the Concierge will carry out cleaning of the internal communal areas, litter picking of the site, sweeping and tidying of the refuse stores, maintaining hard landscaped areas (including leaf collection, etc. As further phases of the development are completed the role of Head Porter will be supported by two additional full-time Porters.

#### **Other**

- Undertake any other reasonable request by the Facilities General Manager and/or Estate Manager

## **Personal Skills / Competencies required**

- Work effectively alone and within the team
- Be a good leader and motivator of people
- Have a strong customer service ethic
- Well motivated with a positive attitude
- Excellent communication skills
- Common sense and commercial approach

## Qualifications / Experience required

- NEBOSH, IOSH and/or other related Health & Safety qualification
- Previous experience of estate management
- Be legally able to work in the UK
- Full 'clean' driving licence
- Be competent in the use of Microsoft Office (Excel, Word and Outlook)
- Good standard of education (essential)

Applications to:            Please send your CV in confidence to [careers@encoreestates.co.uk](mailto:careers@encoreestates.co.uk)