



Porter – Job Description

Bentley Priory

Reports to: Concierge (Head Porter/Building Manager)
Location: Bentley Priory, Stanmore
Hours required: Shifts of either 6am to 3pm or 1pm to 10pm Monday to Friday with occasional weekend work or some additional hours as needed

Purpose

The overall purpose of this job is to keep the communal areas clean and tidy and assist the Concierge in maintaining the high standards at Bentley Priory.

Responsibilities / Tasks

Duties include but are not limited to:

Cleaning of communal internal areas *“It’s nice to come home to an Encore estate”*

- Vacuum and mop floors
- Dust and polish wooden elements, doors, door furniture, etc.
- Clean windows and glass where necessary
- Clean light fittings and check light bulbs and replace if required
- Clean and remove marks in walls

Cleaning of communal external areas *“It’s nice to come home to an Encore estate”*

- Maintain hard landscaping areas including litter picking of all rubbish and sweeping leaves from pathways
- Salting and/or gritting roads and pathways as needed.

Cleaning refuse stores *“It’s nice to come home to an Encore estate”*

- Maintain refuse stores including moving rubbish into correct bins, sweeping floors and keeping doors dust free

Minor Repairs *“It’s nice to come home to an Encore estate”*

- Carry out minor maintenance tasks
- Touch up paintwork as needed

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

- Assist residents with maintenance issues, complaints, emergencies and any additional requests either via telephone or in person at the Reception Desk
- Provide a visible presence of on-site management at times of peak resident movement, i.e. mornings and evenings
- Assist with 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 operation of resident key-holder and apartment access permission/disclaimer forms

- Handling any problems / complaints from residents effectively and efficiently or referring them to the Concierge
- Be fully conversant with the operation of the standard domestic appliances provided within the apartments
- Meet and greet all new residents (lessees and sub-tenants), welcoming them and familiarising them with the 'house rules' and reasonable expectations of EEML, and the on-site staff
- To create, update and operate and be fully conversant with local suppliers and be a literal library of information for the residents on demand
- Assist in the control of move-ins and move-outs of all residents so that no damage or blockage occurs in the communal areas

Building Management *"Protect the value of the our owner's homes"*

- Take the meter readings for utilities and system testing (for example emergency lighting, fire alarms, smoke vents etc)
- Report any faults and/or items to be repaired to the Concierge
- Monitoring of the CCTV system
- Responsible for correct operation of contractor signing-in/out procedures
- Parking management including operation of forms for Guest Parking
- Be fully conversant with the Head Lease Agreements especially the rules and regulations of the site
- Responsible for adhering to Health & Safety on site
- Ensure copies of all covenants have been signed by the tenants before being allowed to move into the allocated apartment

Other

- Undertake any other reasonable request by the Concierge

Personal Skills / Competencies required

- Work effectively within the team
- Have a strong customer service ethic
- Work effectively alone
- Well motivated
- Positive attitude
- Excellent communication skills
- Common sense and commercial approach

Qualifications / Experience required

- Previous experience of cleaning and minor maintenance work
- Be legally able to work in the UK
- Full 'clean' driving licence
- Be competent in Microsoft Office (Excel, Word and Outlook)
- Good standard of education (essential)