

ILT

For Our Community

Head Porter

WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



7 days a week, rostered

WHY THIS ROLE EXISTS

The Head Porter role is required to lead a team that is crucial in supporting all departments of the Hotel and assisting guests in all areas.

WHAT YOU WILL DO

Create and manage a team that maintains the smooth and efficient day to day operations within the portering area of the Hotel, including cleaning, bussing, and client care, so as to ensure the highest level of quality customer service for our guests.

KEY OUTCOMES

- Ensure all hotel departments are well supported.
- Supervision to ensure the Porter team are fully trained and well presented, while working within the Hotel policies and procedures.
- Wage costs are controlled within budgeted guidelines.
- Function rooms are kept in pristine condition and order.
- Function inventory is handled and stored correctly while being well maintained.
- Daily, weekly and monthly work schedules are conducted and recorded correctly
- To represent the Hotel's high standards of personal presentation and behaviour at all times.
- The needs of the customer are given priority over all other activities providing the highest level of quality customer service at all times.
- Present a well-groomed appearance.
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

YOU BRING TO THE ROLE

- Strong leaderships skills with the ability to lead, mentor and manage a team.
- Personable, can-do attitude.
- able to manage various tasks on a daily basis to ensure great customer service and that our operations run smoothly.
- Positive public image attuned to the Hotels high standards
- IT knowledge and ability to quickly learn how to operate Hotel equipment and technology.
- Handyman skills and ability to complete basic repairs and maintenance around the hotel.
- Full drivers' licence
- Physically fit
- A professional appearance with a positive attitude adaptability and flexibility
- In depth local area knowledge
- Community focused with a passion for people and the community