

**JOB TITLE:** Porter  
**LINE MANAGER:** Property Manager  
**DEPARTMENT:** Property Management



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## AIM OF POST

The purpose of the Porter is to service the development, its guests and visitors by ensuring the premises are maintained and presented to a high standard and carrying out day-to-day duties as prescribed by the manager.

## MAIN DUTIES AND RESPONSIBILITIES:

### General Accountabilities

- Lead by example, adopting Rendall & Rittner policies, procedures and values
- Constantly strive for continuous improvement
- Delivering excellent customer service
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices
- Able to handle confidential and sensitive information, dealing with issues and queries with utmost professionalism
- To be flexible and undertake duties as required by Managing Agent and attend training courses as directed.

### Role Specific Accountabilities

- Deal with all general communications and telephone enquiries and maintain log messages.
- Enter all relevant comments/details in the development day logs.
- Supervise any keys which may be held and ensure that they are correctly logged in and out in accordance with agreed procedures.
- Receive and keep safe and re-issue registered mail, post and deliveries for residents if delivered out of hours.
- Cooperate with the residents when moving in and out of the development as required.
- Issue and manage the cleaning team weekly job sheets.
- Change all defective light bulbs where appropriate and report to the Property Manager where light bulbs are inaccessible so that appropriate action may be taken.
- Manage stock of consumables for landlord's areas; keep stocks updated on stock sheets and place orders for consumables following sign off from the property manager.

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- Inspect, on a daily basis, all internal and external common areas of the development to maintain quality and appearance of all communal areas.
- To ensure the bins are presented and returned to their correct location before and after collection by the council and checked on a daily basis and well maintained.
- To report any defects, deep cleaning, repairs, security or health and safety concerns to the Managing Agent.

## **REQUIRED EXPERIENCE AND TECHNICAL COMPETENCY**

- Excellent verbal and written communication skills.
- Excellent IT and numeracy skills.
- Proven ability to apply best practice in the use of all materials and equipment that is provided to carry out work.
- Practical application and working knowledge of Health and Safety requirements and legislation to eliminate or mitigate risk in the workplace.

## **KEY BEHAVIOURAL COMPETENCIES**

- **Fairness**

Ability to demonstrate that you can be relied on, and will treat others as you want to be treated, with respect and honesty.

- **Organisational Improvement**

All companies need to be moving forward to keep their good name. We rely on you, our employees, to come up with the ideas that will take us to our aim of being the UK wide market leader in residential property management.

- **Communication**

Passing on and gathering information confidently and clearly, across all communications channels and able to win support and gain co-operation from others to achieve goals.

- **Respect**

Ensuring that ethical values are applied consistently to all. This includes taking the time to respect and understand others, interpersonal sensitivity and cultural awareness.

- **Unified Approach**

Working with others; openly sharing information and helping colleagues to meet business goals and comply with Standard Operating Procedures (SOP's).

- **Safety**

Actively seeks to maintain a safe work environment for all employees, clients, contractors and members of the public.

## SUSTAINABILITY

- To promote sustainability initiatives as directed by Rendall & Rittner.

*The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.*

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date: