



WOODLAND LAKES LODGES

NIGHT PORTER

Location Woodland Lakes, Thirsk

Woodland Lakes Lodges, as part of Landal Greenparks partnership, offers peaceful lodge and holiday accommodation with fantastic levels of refinement and comfort built for guests who place a real emphasis on relaxation and nature.

Job Summary

You will become a vital part of our evenings team providing the warmest of welcomes and exceptional customer service. You will ultimately be responsible for the safety and security of our guests as they enjoy their evenings, and will need to be able to react to their needs working on your own initiative.

Our Night Porter plays a crucial role in ensuring the smooth running of our park, you will need to be a responsible and reliable person. We are looking for a hard-working individual who doesn't mind being a night owl.

You will be able to stay calm under pressure, taking any complications in your stride. Effortlessly deal with problems as they arise and ensure standards are maintained at all times. You will need excellent communication skills and be confident to make the right decision.

If you are self-motivated and can multi-task this could be for you. Personality is what counts and whilst previous experience and basic computer skills are an advantage, full training is provided.

Main Duties and Responsibilities

- Checking in late arrivals
- Out of hours contact for our customers, completing general maintenance, repairs and handy-work as required
- Ensuring that all external areas such as car parks, paths and roadways are kept in a clean, tidy and are well maintained
- Hot tub servicing and maintenance, including the cleaning of equipment, pumps, filters & pipe work
- Arranging emergency assistance as required
- Conducting regular full site security patrols & maintaining security log

Experience Skills and Qualifications

Essential requirements:

- Educated to GCSE level or equivalent
- Excellent communication skills
- Excellent customer service skills
- Ability to perform under pressure

Desirable requirements:

- Previous experience of working in a customer service environment
- Previous general maintenance experience

Benefits, Salary and Hours of Work

Working straight shifts, we have the following contracts available, please state on your application form which you are interested in:

- 16 hours per week - Thursday and Sunday 6.00pm - 2.30am at £10.00 per hour
- You will be contracted to work on a flexible basis. This means that your days and hours of work could vary each week, but you will always receive at least your contracted hours each period.

As our park is open 365 days of the year, your working hours will include weekends, public / bank holidays and during Christmas and / or New Year on a rota basis.

- 20% Discount on Coppergreen Leisure Resorts breaks
- 10% Friends and Family discount on breaks
- 20% discount in restaurant and retail outlets

To apply for this position please click on the link below:

<https://www.woodlandlakeslodges.co.uk/vacancies/>