



JOB DESCRIPTION

Position:	Residential Centre Night Porter/Caretaker
Reports to:	Residential Centre Manager
Salary:	£nmw
Base:	Tamar Manoukian Outdoor Residential Centre

The Prince's Foundation

The Prince's Foundation provides holistic solutions to challenges facing the world today. We champion a sustainable approach to how we live our lives and build our communities, we run a diverse programme of education and training for all ages and backgrounds, and we regenerate and care for places where communities thrive and that visitors enjoy.

We work nationally and internationally but at the heart of our organisation is the heritage-led regeneration of the Dumfries House estate and its wider community, where our principles and philosophies are explored and put into practice.

The work of The Prince's Foundation is inspired by The Prince of Wales's philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future.

Location

The Role:

Reporting directly to the Outdoor residential centre curriculum manager while working closely with the relevant Education Managers you will be responsible for making sure that the residential centre and indoor sport hall remain secure and managing the welfare of the residents in the evenings and throughout the night while providing support to the residential centre team, carrying out additional host duties as well as administrative tasks and cleaning duties.

We are looking for friendly, enthusiastic and approachable individuals to join our team. People who can build rapport with ease and continue to give our guests confidence in the fact that every element of their stay is being delivered by people that care. The Tamar Manoukian Residential Centre is a 50 person bunkhouse facility that caters to school, youth group, community and higher education residential stays ranging from two nights through to week long stays and longer

Key Tasks

Specific Duties will include:

- Conduct regular checks throughout the night to ensure the facilities are secure
- Respond to any emergencies that occur in a timely professional and confident manner
- Grant access to Indoor Sports hall and Residential Centre bookings
- Demonstrate excellent overall knowledge of the Princes Foundation work within education
- Carry out regular inspection checks of equipment and resources
- Set up breakfast tables in preparation for service.
- End of evening clear up of communal areas and load dishwasher
- Follow health and safety procedures for any emergency or relevant situations as they arise.
- Report repairs through the appropriate channels.
- Maintain familiarity with The Prince's Foundation staff handbook
- Undertake any other duties as may reasonably be required of you in the post.

Person Specification

The essential skills, knowledge and experience required are:

- Excellent communication and customer service skills
- Ability to work well under pressure
- Ability to use your initiative and to follow written/verbal instructions
- Able to remain calm should an emergency situation arise
- Able to deal politely and calmly to guest requests
- Organised and punctual
- Independent, but also happy to work with a team
- Approachable, welcoming, professional and enthusiastic
- Highly motivated and Flexible
- Clean and tidy appearance
- You will need the ability to cope with unsociable hours and working alone
- Able to deal with customers in both a friendly and authoritative manner

Other:

- The post will be based at the Tamar Manoukian Outdoor Residential Centre with the requirement to travel on occasion.

- The working hours are variable depending on residential bookings. Typical shift patterns will be around 12 hours onsite from 8pm till 8am over a 7 day period up to a maximum of 45 hours per week at peak periods although this will reduce during quiet periods.
- You must have the legal right to work in the UK.
- *(to be included where the post requires a PVG check)* This post is considered to be a regulated activity therefore any offer will be subject to a satisfactory disclosure check with the Disclosure Scotland.

Applications: Please submit a completed [Application Form](#) together with a cover letter and CV (please note one A4 page maximum each for CV and letter) to email address pf-hr@princes-foundation.org

Closing date for applications: 14th of September 2021