Vision
To beat cancer in South Australia

Statement of purpose
Through advocacy, research, education and support, we will minimise the impact of all cancers for all South Australians.

Position description and person specification

Position title: Night Porter
Position number:
Unit: Motel Operations
Department: Corporate Services
Location: Flinders and Greenhill Lodges
Manager: Managers, Motel Operations
Grade: Hospitality Award 2010
Employment: Permanent Part-time 7 day roster, all locations
Last updated: Sep 2013
By whom Manager, Motel Operations

About Cancer Council SA

- has worked resolutely since 1928 to defeat cancer in this state
- is the state’s leading independent, cancer-related non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in 3 main strategic objectives Research Innovation, LiveSmart (cancer prevention) and LiveWell (cancer support)
- is uniquely positioned as a resource for action and a voice for change in the fight against cancer
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies.

Values

Integrity
We are open and ethical in everything we do and accountable for our actions

Respect
We embrace the diversity of our community and put their needs at the heart of every decision we make

Credibility
We are a trusted source of cancer information and support, driven by the best evidence available

Leadership
With courage and conviction, we unite and empower others with a strong message of hope for a future without cancer

Results
We are committed to achieving the best possible cancer outcomes for the community through the best use of knowledge and resources
Unit role and objectives

The Motel Operations Unit is responsible for providing accommodation and support services for people travelling to Adelaide for cancer treatment. It currently consists of Flinders Lodge (66 room Motel) and Greenhill Lodge (55 room Motel). The motels also offer accommodation (space permitting) to other medical, corporate clients and the general public and offers conference room and restaurant facilities.

Position overview

The Night Porter is responsible for the security of the property and responding to guest needs during the night. This is including but not limited to providing customer service during the shift between 9pm-7am; cleaning of public and other areas as directed by head housekeeper and securing premises and following after hours and emergency protocols.

Reporting relationships

This position reports to: Head Housekeeper

Key accountabilities (outcome based)

- Professionally answering all incoming phone calls with a positive informative approach
- Resolving all after hours guest issues in a satisfactory manner
- Performing all cleaning duties - cleaning of reception, conference/function, restaurant areas, public toilets, lifts, grounds, recreation rooms, guest kitchen and guest laundry or as directed by the Head Housekeeper.
- Assisting with schedule cleaning programs
- Setting up for function/conferencing requirements
- Conducting nightly security checks of both Flinders Lodge & Greenhill Lodge.
- Cleaning kitchen floors & attending to scheduled ‘deep clean’ program of kitchen area.
- Transportation of stock between lodges as required
- Routine administrative tasks such as replenishing brochures and compendiums
- Restocking chemicals, paper goods and other amenities
- Following WHS protocols
- Preparing nightly reports for management and promptly reporting any maintenance issues

Protect your own health and safety and that of others by:

- Following reasonable instructions and training and complying with organisational policy and safety systems.
- Identifying and reporting workplace hazards and incidents to their supervisor.

Special conditions

From time to time the Night Porter may be required to assist in other areas/roles in the Lodges including Receptionist, housekeeping, maintenance, restaurant and conferencing.

The role involves night shift work, including weekends, public holidays and festive seasons. The incumbent will be working alone but with strategies in place for emergency and support contact.
Person specification (knowledge, skills and experience)

- Proven experience in a similar role.
- Knowledge of RMS or similar Property Management Systems will be an advantage
- Excellent customer service skills
- Must have empathy for people undergoing medical treatment
- Professional telephone manner and excellent standards of personal presentation
- Ability to work unsupervised
- Willing to take on a variety of tasks as required and multi task.
- Working knowledge of Microsoft products especially Outlook, Word and Excel
- A current drivers licence, a Police check and Job fit assessment may be required for this role.
- The applicant may be required to attain Senior First Aid Certificate.

Signatories

Incumbent name: ____________________________

Signature: ____________________________ Date: ______

Manager name: ____________________________

Signature: ____________________________ Date: ______