



The **ROYAL**
SOCIETY of
MEDICINE

Night Porter
Full time, permanent

The Royal Society of Medicine (RSM) is a UK charity and membership organisation dedicated to advancing health.

Through learning and collaboration, we empower a global community of healthcare professionals to enhance their practice and improve patient outcomes, while promoting a broader understanding of health through public engagement.

Founded in 1805, the RSM has a long history of bringing individuals with diverse experiences together to share knowledge and pioneer new approaches to medicine and healthcare. Today, our membership connects the full spectrum of healthcare disciplines and career stages, with our educational events programmes and learning resources supporting healthcare professionals worldwide.

Our members, partners and collaborators work collectively, drawing on one another's expertise to raise standards and develop innovative solutions.

Together, we are transforming healthcare, and lives, for the better.

Job Purpose

This is a customer facing position which requires the job holder to work as a team member committed to providing high quality service. First point of Contact for the RSM and reception to the Clubs hotel, Domus Medica. To provide night-time support for the safety and security of 1Wimpole Street and those on site.

Tasks & responsibilities

- Dealing with all customer enquiries, in person, on the telephone and via e-mail
- Administering, responding and processing all reservations, cancellations and no-shows, in line with company policy
- Performing check in, check out and reservation duties including the billing process accurately and efficiently and following up with No Shows within the time frame
- Any statistical data as requested and shown
- Dealing with guest complaints, comments and requests.
- First point of contact for any issues and resolve accordingly where possible
Contact Duty Manager if escalation needed
- Fulfilling all reasonable requests from guests to ensure their comfort, satisfaction and safety.
- Assist in setup of Restaurant tables for Breakfast Offerings
- Maintaining cleanliness of Lobby area, Bar & lounge areas, ensure cushions and seats are clean, tidy and presentable
- Administrative tasks of Front of House to be completed
- To be able to start and close a shift independently and ensure banking and ledger totals are correct
- Maintain a professional image on duty, including a polite and courteous manner, cheerful disposition and punctuality
- Operate entry control systems. Ensure all doors and windows are closed and door guards released; all unnecessary lighting turned off

- Consistent security walks throughout the night, minimum of 3 walks to be performed

We are a Team, and we depend on each other, our character is part of our service

- To assist our colleagues to achieve and exceed standards regardless of department.
- Establish and maintain effective relations with colleagues across all departments.
- To work as a team to constantly evaluate and improve our guest experiences.
- To support management by giving honest feedback to improve the welfare of our teams across all departments.
- Offer an excellent customer service to the guests reflecting the standards of the RSM.
- Greet guests with a smile and your fabulous personality.
- Recognise regular guests and preferences.
- Ensuring a pleasant visit to the RSM.
- Liaising with other departments, such as Food and Beverage regarding any requests.

Assisting in general administrative duties

- Operating the telephone switchboards including the transferring of calls and taking messages for all departments.
- As and when assist with postal deliveries / parcels etc.
- Checking Membership identity documentation as and when required.
- To direct event delegates to the meeting spaces

Health & Safety

- To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work
- To report any defects in your department or anywhere in the building according to hotel procedures
- To ensure that any accidents to colleagues or visitors are reported immediately and in accordance with RSM procedures
- To ensure that your online training is completed in accordance to RSM time frames and requests
- To be fully conversant with, Fire & Safety, Evacuation, Health & Safety and Employee Handbook

Person Specification & Competencies

- Excellent customer service
- The ability to communicate and interact with people at all levels, both written and verbally.
- Ability to work under pressure
- Excellent attention to detail and accuracy
- The ability to work on own initiative as well as part of a team.
- The ability to work flexibly and adapt to a changing environment.
- Awareness of lone worker principles.
- Physically fit as extensive building checks to be made on a consistent basis.
- Ability to problem solve
- Accept changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests and members.
- Attend any meetings or training sessions/courses as required.

- Maintain a professional image on duty, including a polite and courteous manner, cheerful disposition and punctuality

The post holder must always when conducting responsibilities and interacting with others:

- Uphold the vision, mission and values of the RSM
- Support effective communication and consistent management of RSM policies and procedures throughout the organisation
- Adhere to the Society's Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards
- Adhere to the Society's Data Protection regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner
- Fully subscribe to the spirit of and adhere to the Society's people policies in particular the Discrimination, Bullying, Harassment, Victimisation policies.