



Join us as a Night Porter

Where stays
become stories.

About Classic Lodges

Classic Lodges is a privately owned hotel group established in 1992, with eight unique hotels set in some of the UK's most captivating locations. Each of our properties has its own character, history, and story to tell, from elegant country houses to charming coastal retreats.

Role:	Night Porter
Department:	FOH
Hotel / Location:	Lakeside
Responsible to:	F&B Manager
Responsible for:	N/A

About the Role

As Night Porter, you will be the reassuring overnight presence for guests and colleagues, helping the hotel continue to operate smoothly after daytime service has ended. This hands-on role suits someone who is dependable, practical and confident working independently, with the ability to balance warm guest service with security awareness, public-area presentation and operational support. From welcoming late arrivals and responding to guest enquiries to preparing spaces for the next day, you will help create a calm, well-organised overnight experience.

Purpose of the Role

To contribute to our purpose: "To create meaningful experiences that connect people, places and memory" by ensuring guests feel cared for, reassured and connected to the hotel even during the quietest hours of their stay. The Night Porter helps turn practical overnight support into a positive guest experience, whether welcoming someone after a long journey, responding thoughtfully to a request, maintaining calm and safe surroundings, or preparing the hotel so the next day starts well. Through attention to detail, genuine hospitality and dependable overnight care, the role helps protect the memories guests take away from their time with us.

Activities Involved in this Role

- Welcome late-arriving guests and assist with check-ins, early departures and guest enquiries.
- Ensure the safety and security of guests, colleagues and hotel property throughout the night.
- Carry out regular security and fire-safety checks across the hotel, including public areas, corridors, entrances and external areas where required.
- Assist with guest requests promptly and professionally, using good judgement and escalating matters where appropriate.
- Set up conference, meeting and event spaces as required for the following day.
- Complete night cleaning duties in reception, lounges, corridors and other public areas, ensuring the hotel remains clean, tidy and well presented.
- Support other hotel departments where required, including reception, housekeeping, food and beverage and management teams.
- Responsible for making and delivering room service requests.
- Manning the main bar for any late-night drink orders.
- Prepare the hotel for the morning team by completing administrative, guest service and operational tasks.
- Report maintenance issues, hazards or defects promptly and ensure they are logged appropriately.
- Maintain high standards of guest service at all times, providing a calm, discreet and professional overnight presence.

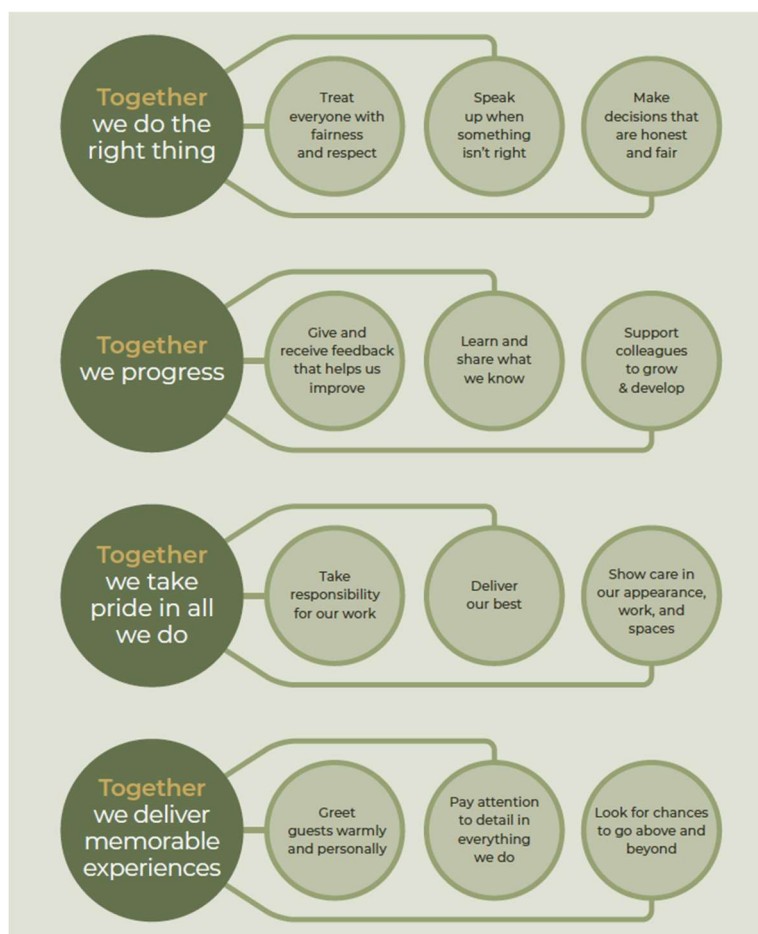
What Success Looks Like

- Late-arriving guests receive a warm, efficient welcome and any overnight enquiries are handled promptly and professionally.
- Guests, colleagues and hotel property remain safe and secure throughout the night.
- Security and fire-safety checks are completed consistently, with concerns or incidents reported through the correct channels.
- Public areas are clean, tidy and well-presented ready for guests and colleagues in the morning.

- Conference, meeting and event spaces are set up accurately for the following day.
- All maintenance issues, hazard or defects are identified, logged and communicated appropriately.
- The morning team receives clear handover information so the hotel operation can continue smoothly.
- The Night Porter is trusted to work independently, make appropriate decisions and maintain high standards of guest service overnight.

Our Values & Behaviours

At Classic Lodges, our values and behaviours are at the heart of everything we do. They guide how we work, how we treat each other, and how we create meaningful experiences for our guests. In every role, living our values is just as important as the tasks you perform.



What You'll Need to be Successful in This Role

Essential Core Skills	What We're Looking For • A reliable, trustworthy and professional individual. • Excellent customer service and communication skills. • The confidence to work independently and make decisions when required. • A proactive approach with strong attention to detail. • Good organisational and problem-solving skills. • A calm and professional manner when dealing with guest requests or unexpected situations. • Ability to work overnight shifts, including weekends and bank holidays.
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This role requires flexibility to work overnight shifts, including weekends and bank holidays, in line with hotel operations.

To succeed in any role within Classic Lodges, candidates must show that their values and behaviours align with ours. This alignment will be evaluated throughout the recruitment process.