

About us

Right at the heart of the University of Nottingham campus sits Nottingham Venues, a collection of hotels, conference facilities and event spaces. The Orchard Hotel is an award-winning, eco-friendly hotel with 202 bedrooms, restaurant, bar and meeting facilities, alongside the East Midlands Conference Centre, which hosts events for up to 1,000 delegates. Together, we welcome thousands of guests each year and pride ourselves on delivering exceptional hospitality

Main purpose of the role?

We are looking for a friendly, reliable and guest-focused Night Porter to join our Front of House team.

As one of the key team members responsible for the hotel overnight, you will deliver excellent guest service, support late arrivals and early departures, carry out security and safety checks, and help ensure our hotel remains safe, secure and welcoming throughout the night.

This is a varied, hands-on role where no two shifts are the same. You will often be the main point of contact overnight, so confidence, initiative and a positive attitude are essential.

Key Responsibilities

- Deliver a warm, professional welcome to guests throughout the night.
- Support late check-ins and early departures.
- Respond promptly and professionally to guest requests, enquiries and feedback.
- Resolve guest concerns wherever possible, escalating issues when required.
- Carry out regular security, safety and fire patrols across the hotel and conference facilities.
- Ensure public areas remain clean, safe and presentable at all times.
- Complete overnight operational and administrative duties accurately.
- Act as a visible presence within the hotel, helping to maintain a safe and secure environment for guests and colleagues.
- Support the wider Front of House team and promote hotel facilities and services.
- Assist with room moves, luggage requests and other guest requirements as needed.

What We're Looking For

- A passion for hospitality and customer service.
- A reliable, professional and proactive approach.
- Confidence working independently and making decisions.
- Excellent communication and interpersonal skills.
- Strong attention to detail.
- A flexible and positive, can-do attitude.
- Previous experience in hospitality, customer service, retail, leisure, security or another customer-facing role would be advantageous but is not essential as full training will be provided.

Working Hours

This role operates on a rota basis and includes overnight shifts, weekends and bank holidays. Typical shifts are between **10.00pm and 7.00am**, although flexibility may be required to meet business needs.

Benefits

As a talented member of our fantastic team, you will be rewarded with:

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Employee wellbeing support via our Employee Assistance programme
- Discounted rates for both yourself and family and friends in our hotels and restaurant
- Discounted membership at the University sports facilities
- Access to a range of retail, technology, and holiday discounts through the Nottingham Venues discounts platform
- Cycle to work benefit scheme
- Employee recognition including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Full uniform provided
- £250 recommend a friend incentive

Why Join Us?

This is an opportunity to be part of a friendly, supportive team within one of Nottingham's leading hospitality businesses. If you enjoy taking responsibility, delivering great service and making a real difference to our guests' experience, we would love to hear from you.

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So, we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.