

Job Description



Job Title: Town Hall Porter	Service Area: Resident Engagement and Participation	
Directorate: Change & Improvement	Post Number: Fusion	Evaluation Number:
Grade: Scale 3	Date last updated: Jan 2026	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To support the smooth and efficient running of Stratford and East Ham Town Halls through portering, room set ups, opening and closing of buildings, reception duties and other ad hoc duties as required.

Job Summary

The role works at both Stratford and East Ham Town Halls dependent on bookings and requirements of the team. It reports to the Community Assets Coordinator and works with the Town Hall receptionists, ensuring an excellent level of service is provided to clients.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Set up and break down meeting rooms and halls in Stratford and East Ham Town Halls in accordance with booking schedules and requested layouts
2. Regular checks of equipment and furniture, escalating issues to appropriate team
3. Pre-booking checks of all required equipment and amenities and to take remedial action as required
4. Identify and report building issues to FM, monitoring and chasing as required
5. Monitor standard of cleaning in halls and meeting rooms and report issues to appropriate team
6. Set up of Audio-Visual presentation equipment for bookings and resolve issues / basic technical queries
7. To open and close Town Halls as required
8. Provide reception cover as required, greeting and welcoming guests in person and by phone
9. Provide basic and accurate information and guidance to hirers and potential hirers in person and via phone / email
10. Follow security procedures including signing visitors and contractors in and out and issuing visitor badges as appropriate.
11. Prepare light refreshments (Tea & Coffees) for meetings
12. Ensure all public areas of Town Halls are tidy and presentable
13. Move equipment between meeting rooms as required
14. Guide visitors to meetings as required
15. Assist in evacuation procedures
16. Ad hoc light cleaning duties

Other Duties

Personal Specification



Job Title: Town Hall Porter	Service Area: Resident Engagement and Participation	
Directorate:	Post Number: Fusion	Evaluation Number:
Grade: Expected Sc4	Date last updated: July 22	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: Knowledge of Health and Safety at work regulations and personal responsibilities for keeping self, colleagues and customers safe	Application and Interview
SKILLS AND ABILITIES: Proficient in use of Microsoft Office applications including	Application and Interview

<p>emails and calendars</p> <p>Ability to use bespoke booking software and extract information relevant to an individual's booking, amend details, cancel bookings</p> <p>Ability to set up projectors, speakers and other equipment for in person and hybrid meetings.</p> <p>Ability to resolve issues and disputes to the satisfaction of all parties</p> <p>Ability to respond effectively to a range of queries</p> <p>Ability to multi-task with good time management skills and to be able to prioritise as required</p> <p>Communications skills to deal with a range of customers / clients / Councillors and Senior Managers</p> <p>EXPERIENCE:</p> <p>Experience of working in a public facing role</p> <p>Experience of working in a Town Hall or similar venue</p> <p>Experience of delivering portorage / caretaker duties</p> <p>Experience of undertaking Health and Safety checks of buildings and equipment</p> <p>Experience of opening up and closing down procedures for a large venue</p>	<p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Personal responsibility for achievement of tasks and fulfilling duties</p> <p>Customer orientated, friendly and professional</p> <p>Develop good working relationships with customers and colleagues</p> <p>Be resourceful and proactive in resolving issues</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Physical level of fitness sufficient to undertake the tasks set out</p>	<p>Application Form/Interview</p>

i.e manual handling for room set ups	
To work evenings and weekends as required	Application Form/Interview/Test
To work at both East Ham and Stratford as required	Application Form/Interview/Test
To wear a uniform (provided)	Application Form/Interview/Test