

PART-TIME FRONT OF HOUSE PORTER LUTON



Harrods AVIATION

Harrods Aviation is a widely recognised leading company in the General (Private) Aviation industry. We are committed to employing the very best individuals who can demonstrate and deliver the very highest level of customer service.

We are currently recruiting for a part-time Front of House Porter (FoHP) to join our established, reputable team at our Luton base.

This is a permanent, part-time role (20 hrs per week).

Salary: £14,261 per annum

A full UK driving licence is essential, as is holding the right to live and work in the UK

THE ROLE

Reporting to the Lead Customer Service Agent, the FoHP is required to provide excellent customer service by working front of house and attending to our customers' needs. The FoHP will be responsible for delivering an exceptionally high level of customer service to Harrods Aviation's passengers and crews. Duties will be delegated by a senior staff member, however, successful candidates will be expected to work under their own initiative and as part of a team.

Working mainly at the FBO Reception and passenger drop off area, the FoHP greets and assists customers who are using our facilities. The FoHP must adopt a professional attitude at all times and provide customer service that is commensurate with the Harrods' brand. They are required to be quick thinking and very adaptable, as the nature of our business often dictates unique requirements.

This can be a busy role and the successful candidate must be organised and able to co-ordinate and communicate with all other departments.

THE HOURS

The successful applicant must be flexible and professional. The Luton base operates 24 hours per day, 7 days per week, 365 days per year.

You will be required to work as part of a team covering a 24-hour operation, which will include working days, lates, weekends and bank holidays. This will normally be a 3 on 6 off shift pattern.

The standard shift is 8 1/2 hours, with a 30 minutes unpaid break (total 9 hours) and the average working week is 20 hours (part-time). There may be times where you may be requested to alter your shift hours to suit the needs of the business and note that it is a condition of your employment that you may comply with such reasonable request to work.

Initial training will require a period working Monday to Friday.

THE SUCCESSFUL CANDIDATE

The role is demanding and the successful candidate should be flexible, able to work under pressure and have the ability to prioritise whilst remaining calm and continuing to set a professional example to your team.

Ideal candidates will have a proven knowledge of customer services, gained working in a 5* hospitality environment.

Applicants should also have an enthusiastic, willing personality with a sense of humour and the ability to work on their own initiative. Good communication skills combined with courtesy and integrity are essential. Computer literacy is essential.

You will also need to have a 5 year checkable history in order to obtain an airport ID pass.

BENEFITS

- Enhanced annual leave entitlements (pro-rated during first year dependent on start date and shift pattern)
- Holiday Purchase scheme
- Happy Birthday Day
- Harrods Retirement Savings Plan Foundation (Contributory Company Pension)
- Harrods Rewards Card (staff discount)
- Onsite parking
- Full uniform provided

HOW TO APPLY

If you feel you have the right experience and qualities to apply, please submit an up to date CV and covering letter, quoting FoH LTN and detailing your salary expectations to human.resources@harrodsaviation.com

Closing Date: Friday, 27th March 2026

Contact: Human Resources Tel. 01582 589347