



FRONT OF HOUSE PORTER

Harrods Aviation is a widely recognised leader in the General (Private) Aviation industry. Renowned for our commitment to excellence, we pride ourselves on delivering the highest standards of customer service.

We are dedicated to employing only the very best individuals, those who share our passion for quality, professionalism, and exceptional client care.

Our Front of House Porters are regarded as the 'Face of Harrods Aviation', serving visiting flight crews and distinguished passengers.

We are currently recruiting for a Front of House Porter to join our established, reputable team at our Luton base.

This is a permanent, full time role.

THE ROLE

Reporting to the Lead CSA, the Front of House Porter is responsible for delivering exceptional customer service by working front of house and responding to customers' needs.

As the first point of contact for customers and visitors, the Front of House Porter provides a warm welcome and primarily assists with loading and unloading luggage. They work closely with the Reception and CSA teams to ensure the smooth and efficient transfer of passengers and crew.

The role also involves managing and maintaining the drop-off area, while supporting the security, safety, and overall appearance of the car park.

Duties will be delegated by a senior member of staff; however, the successful candidate will be expected to work independently, use their own initiative, and contribute effectively as part of a team.

The Front of House Porter must maintain a professional attitude at all times and deliver a standard of customer service that reflects the Harrods brand. They should be adaptable, proactive, and quick-thinking, as the nature of the business often presents unique and changing requirements.

This can be a busy and fast-paced role, requiring excellent organisational, coordination, and communication skills, with the ability to work collaboratively across all departments.

HOURS OF WORK

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 6 on 3 off shift pattern.

The standard shift is 8 1/2 hours, with a 30 minute unpaid break (total 9 hours) and the average working week is 40 hours.

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

Ideal candidates will have a proven knowledge of Customer Services, which will have been gained working in a 5* hospitality environment or within the First / Club / Business Class Cabins of the airlines renowned for their Customer Service standards.

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.

The role is an active role and therefore you need to also be physically fit to fulfil the job requirements. You will also be required to work in all weather conditions.

You will need to hold the right to live and work in the UK and have a 5-year checkable history - either employment and/or education - to obtain an airport ID pass.

A full UK driving licence is essential, along with the ability to pass a standard medical assessment and the required airside driving test.

In accordance with Home Office guidance successful candidates will be required to evidence their right to work in the UK before commencement of employment. We do not hold a licence to sponsor this role under the Skilled Worker route. Candidates must therefore hold the right to work in the UK without employer sponsorship.

REMUNERATION

£28,522 basic per annum

BENEFITS

- Enhanced annual leave entitlements (dependent on shift pattern and pro-rated during first year dependent on start date)
- Holiday Purchase Scheme
- Happy Birthday Day
- Harrods Retirement Savings Plan Foundation (Contributory Company Pension)
- Harrods Rewards Card (staff discount)
- Employee Assistance Programme
- Onsite Parking
- Full Uniform also 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_PORTER to human.resources@harrodsaviation.com

Closing Date –31st August 2026

Contact Name: Human Resources

Contact No: 01582 589327