



ROLE DESCRIPTION

Job Title	Concierge
Salary Band	SCP 16 - 19
Reporting to	Team Leader Concierge
Directorate	Place
Service Area and sub area	Land & Property
Team	Facilities Management
Political Restriction	No

1. Primary Purpose of the Post
This role requires a high standard of customer service at front of house LCRCA. You will be responsible for greeting visitors and delivering exceptional assistance. This entails answering calls and fielding them accordingly, addressing visitor questions, and needs, and providing an overall welcoming environment for all staff, tenants, and visitors. This role will require reception duties, mail duties and portering duties.
2. Your responsibilities
• Meeting and greeting visitors • Issuing day visitors passes and directing visitors to the correct destination • Issuing temporary/contractor passes • Dealing with queries from the public and customers • Answering and forwarding phone calls, providing information to callers and taking and relaying messages • General administrative and clerical support duties • Incident controller in cases of emergency acting as first point of contact for occupants and the emergency services • Security of the premises and equipment • Opening and closing the building Alarm and Unalarmed / Key Holder • Assist with events including setting up of meeting rooms, AV equipment etc • Front of house reception duties to manage occupants, visitors, and contractors' attendance • Manage the visitor, meeting rooms, other building operating systems as may be required to ensure safe and reliable building management is maintained. • Dealing with external organisations and facilitating 1 Mann Island as a meetings and events venue



- Offering a warm and professional welcome to visitors and entering their details into the visitors' log

3. General Corporate Responsibilities

- First aid and AED trained
- Opening and closing the building
- Ensure radio checks are carried out at the beginning of every shift for assisting in emergency situations
- Weekly fire and AED test every WED 10am
- Weekly lift internal phone test
- Core emergency plan
- Out of office hours emergency plan
- Use of emergency lifts
- Alarm zone isolation/Smoke Head isolation
- Incident controller/Fire Marshall in cases of emergency, acting and first point of contact for guests and the emergency services
- Conducting regular fire drills
- Observing and reporting any unusual or suspicious persons or activities

4. Recruitment Plan

Competency Based Interview.

PERSON SPECIFICATION

Job Title: Concierge

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Demonstrable experience of working in a client-facing, customer service environment.	E	A/I
Qualified First Aid provider	E	A/I

Experience and knowledge	E = Essential D = Desirable	Identified By
Strong customer focus, putting customers at the heart of everything we do.	E	A/I
Competent & proficient in general IT systems and applications	E	A/I
Experience and understanding of Health & Safety.	E	A/I
Ability to deliver written and verbal communications to a varying audience.	D	A/I
Excellent knowledge of local attractions and venues	D	A/I

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent customer care	E	A/I
Standard of numeracy and literacy for the purposes of the role.	E	A/I
Excellent communication and interpersonal skills	E	A/I
Awareness of equality & valuing diversity	E	A/I
Able to work on own and as a team	E	A/I
Skills in multitasking and good time-management.	E	A/I
Time management skills and ability to make good judgement to answer questions	E	A/I

Personal Attributes	E = Essential D = Desirable	Identified By
Able to present a polite, friendly, and self-assured attitude	E	A/I
Ability to maintain confidentiality and handle situations with sensitivity and tact.	E	A/I
Ability and awareness of standards of personal presentation for the role	E	A/I
Problem-solving and critical thinking skills	E	A/I
Decision-making skills and ability to make good judgement to answer questions	E	A/I



Core Behavioural Competencies	E = Essential D = Desirable	Identified By
It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan. This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.	E	A/I

Key to Assessment Methods:

A - Application
I – Interview