

Role Profile

Role Title:	Reception Concierge
Department:	Retirement Living
Role Purpose:	<p>To provide a comprehensive and professional front of house concierge and reception service to our customers and all callers and visitors to the scheme.</p> <p>To be responsible for the health and safety of all visitors, customers and contractors within the scheme.</p>
Reporting to:	Retirement Living Manager
Responsible for:	None
Disclosure level:	Standard
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>To provide a first point of contact for all customer, visitors and contractor enquiries. ensuring that all callers are residents, authorised visitors, or have legitimate business within the scheme.</p> <p>To co-ordinate, instruct and allow access for services to the scheme such as for utility companies, refuse collection, deliveries and contractors for repairs and maintenance.</p> <p>To provide an efficient key management service to contractors, utility companies and residents as appropriate ensuring that the signing in and out of keys is accurately recorded and audited in line with policies and procedures.</p> <p>To be proactive in dealing with any unplanned cleaning emergencies where required including spillages and accidents in communal areas.</p> <p>To take responsibility for all deliveries to main reception, by receiving, recording and safekeeping and issuing of all parcels/registered mail in a timely manner.</p> <p>To assist in booking and conducting viewings within the scheme in relation to prospective new residents.</p> <p>To provide utility meter readings for all properties as and when required.</p> <p>To manage on site car parking to ensure everything runs smoothly.</p>
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	<p>Be able to deal with anti-social behaviour and appropriately communicate with residents, customers and other agencies including police, social service, and medical services.</p> <p>To undertake security checks, building patrols and CCTV Monitoring at the scheme and maintain accurate records that will ensure the health, safety and wellbeing of all our customers, visitors and contractors.</p> <p>To provide a security service to the grounds and car parking facilities within the perimeter of the grounds undertaking regular inspections and recording and taking any appropriate action.</p> <p>To test fire equipment and undertake health and safety compliance checks in accordance with regulations and maintain suitable records.</p> <p>To undertake some day to day administration as per Retirement Living manager's instructions including handling general enquiries such as queries, complaints and maintenance requests.</p>
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Education, Qualifications and Training	Maths and English GCSE or Equivalent
Knowledge and Experience	<p>Experience in a front facing customer service role.</p> <p>Excellent customer service and organisational skills.</p> <p>The ability to represent Midland Heart in a positive manner with a common sense approach.</p> <p>Experience of concierge/shift work preferably within the housing sector.</p> <p>A good awareness of Health and Safety.</p> <p>An understanding of confidentiality and data protection.</p>
Role Specific Skills & Behaviours	<p>Ability to work shifts over a 7 day rota pattern.</p> <p>Excellent written and verbal communication skills.</p> <p>Good IT skills in the use of Microsoft packages and email.</p> <p>Is able to work on own initiative and work as part of a team.</p> <p>An ability to be flexible and responsive to the changing needs of the service.</p> <p>Able to deal with people in an assertive, fair and consistent manner.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>