

## What's it all about

Provide a professional, secure and well-maintained reception desk, presenting a high standard of service for residents and visitors. To be the customer champion by delivering a consistent and customer-focused concierge service that achieves high levels of customer satisfaction. Working on a forward rotating shift pattern across seven days of the week, including evenings, and weekends.

### How you'll make a difference

Expected outcomes. How does this role make a difference for our customers.

### How you'll do it

- Providing high-quality customer service to a variety of residents including diagnosing issues, providing advice, giving instructions and resolving basic or complex issues
- Acting as an effective liaison between residents, estate management and property management teams/contractors
- Coordinate the day-to-day running of the concierge desk.
- Regularly patrolling the buildings to ensure safety and upholding/monitoring cleaning standards
- Ensuring all risks are promptly dealt with or reported appropriately
- Assisting the Estate Operations Manager in delivering outstanding estate services
- Working with integrity to maintain the privacy and confidentiality of all residents, their guests and visitors.
- Working to NHG's Placemaking principles; estate management, community, people & brand to deliver the same consistent service to all residents regardless of tenure.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff**.

### Essential knowledge, experience and skills including qualifications and professional membership

- Effective IT skills including MS Office skills –or similar programs to include databases, reports and spreadsheets
- Excellent communication skills (both verbal and written). Must have excellent telephone manner and handle email responses professionally
- Professional attitude to service provision
- Be able to work on your own initiative and have the ability to multitask in a fast-paced environment.
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)