

Concierge Places and Estates - Operations

| Overview | |
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| Role Purpose | 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. |
| Responsible for | <ul style="list-style-type: none"> • 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. |
| Reports to | Estate Operations Manager |
| Line management | N/A |
| Tier | 9 |
| Level | Colleague |
| Role relationships | |
| Internal | Places and Estates Directorate Operations Directorate All tenures (Folio, leasehold, housing, C&S, commercial) |
| External | Residents; Customers Contractors and suppliers Local Authority ; Emergency Services ; Auditors |

Role accountabilities

- Provide a polite, courteous and professional service at all times, greeting residents and any visitors to the Estate warmly, whilst providing the necessary assistance
- Work within the agreed service level agreement for customer/stakeholder interactions as set out by the organisation and ensure all correspondence is logged in the correct way.
- Log all customer interaction to the Concierge desk such as visitor parking, issuing permits, and keeping a record of all master key activity
- Carry out inspections of the Estate, health and safety and fire prevention checks for the entire site as required.
- Monitoring of the CCTV system to ensure the security of the estate is of high importance, notifying the management team or regular authorities if any illegal/anti-social behaviour activity is reported.
- Assisting all team members in steadily increasing customer satisfaction with engagement activities and new initiatives
- Ensuring all relevant health and safety and emergency procedures are adhered to and any risk to customers or staff is reported promptly to management
- Maintain oversight of all resident repair requests that are logged to the internal team or contractors using in-house systems, overseeing them to completion and updating the necessary systems to allow for reporting
- Notify estate management team daily, of any queries or problems relating to the estate, to ensure the development is maintained professionally
- Ensure all reports of ASB/noise nuisance are investigated and forwarded to appropriate team promptly
- Maintain a clean, tidy and secure reception area, ensuring all front-line services are provided to the highest standard
- Co-ordinate, instruct and allow access for services to the estate, such as refuse collection, deliveries, repairs and maintenance, utility companies. Maintaining signing in records for security purposes
- Manage the parcel management service and ensure the master key system is well organised to ensure security is the top priority
- Attend training/meetings/resident engagement events as required
- Ability to work flexibly as part of a team including evening/weekend/night shifts as part of the shift-based rota

Ability to provide information on facilities and services, events and attractions, tours, travel routes and local transportation schedules with a strong knowledge of local community, area and region

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

| Personal Specification | |
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| Professional expertise (know-how & experience) | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Experience of working in property, tourism or hospitality, with a professional attitude to service provision and customer service • Proven experience of negotiating, influencing and managing conflict with a wide variety of customers • Experience of working with people from diverse cultural backgrounds | <ul style="list-style-type: none"> • Knowledge of general maintenance and Health & Safety requirements including Manual Handling Regulations as some lifting is required • Awareness of required responsibilities when “Lone Working” is required in the role • Knowledge and practical experience of fire safety training, including fire warden responsibilities - awareness of estate fire strategy • Knowledge of systems, like Dwellant, Locale, Lobital system. • Knowledge of a second language |
| Skills | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • 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. | |
| Qualifications and/or professional membership | |
| Essential | Desirable |
| Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification. | IRPM, IOSH, CIH |

NHG Values and Behaviours

NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.

This role is a **Colleague** level and therefore you should refer to the **All colleagues** behaviours in addition to this role profile.

The full list of NHG Values and Behaviours is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- standard certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)