

JOB DESCRIPTION

JOB TITLE: Concierge

LOCATION: The Lexicon/Bracknell

REPORTING TO: Dual Services Manager

Shift Work: Monday to Friday 4.5 hour shifts – mixed shifts early and late

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

The Concierge will ensure exemplary standards of Customer Service are provided to the client and visitors to the site at all times. The Concierge is the public face of the Security Team and should act with professionalism at all times. A can-do attitude is essential in this highly influential role

Main Duties & Responsibilities:

- To readily interact with all visitors/tenants within the shopping centre, delivering first class customer focused service.
- To ensure all visitors are signed in and direct them in where they need to go with in the building.
- Be professional, pleasant, friendly, courteous and helpful at all times whilst carry out duties to the highest standard.
- To ensure exemplary standards in personal grooming, strictly adhering to the site uniform requirements.
- Continuously look for opportunities to be of assistance to visitors at the shopping centre, proactively offering assistance wherever opportunities arise.
- To answer all calls made to reception in a professional and timely manner.
- To record/log all non-conformances and emergencies with the appropriate control room operatives.
- To deal efficiently and effectively with all emergencies ensuring the Centre team are kept fully informed at all times.

- Provide assistance to third party contractors/visitors ensuring all site procedures/policies are adhered to.
- Ensure radio procedures are adhered to at all times.
- Undertake any other reasonable duties as required to meet the needs of the business.
- Any other reasonable duties as requested by your line manager.
- Ensure a timely response to all security issues and events.
- Complete all training requirements as requested by line manager.
- **N.B** – Core tasks are as above, although this list is not exhaustive.

Person Specification:

TEAM:

- One team approach.

ACCOUNTABILITY:

- Take ownership of all situations to ensure tasks are completed or escalated when necessary.

CONFIDENCE:

- Aim high and achieve.

HONESTY:

- In all things and respect to all people.

SITE BASED VALUES:

- Always treat everyone with dignity and respect in a professional and courteous manner.
- Always listen intently to our customers and always clarify what they need or want from us.
- Always strive to anticipate our clients' needs and act quickly to meet them – always try to seek out straightforward, intelligent solutions and effective ways to implement them.
- Always do what you say you will do – whatever the job, always see it through.
- Always aim to go the extra mile – try to give our clients more than they were expecting.
- Always communicate honestly and openly with our customers and make sure that we are delivering what they want. Never hide bad news.

ESSENTIAL SKILLS:

- Excellent organisational skills with the ability to balance competing priorities and workloads.
- Excellent written and verbal communication skills.
- Ability to work unsupervised and take responsibility.
- Ability to remain calm under pressure.
- Adaptable and flexible in approach to work required.
- Willingness and ability to work as a member of a team.
- Report writing/Presentation skills.
- Excellent observational skills

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times.
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment.
- Use all work equipment and personal PPE properly and in accordance with training received.
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system.

NOTE

All security personnel are required to be vetted in accordance with Guidelines on Security Screening (BS7858) covering a period of five years. Failure to accurately and fully disclose work history may be detrimental to gaining employment with ABM. You will need to be able to evidence a minimum of 5 year's written work history – this evidence needs to include any gaps of over 31 days and periods of self-employment. Successful candidates will be vetted by ABM before employment is confirmed. ABM take the vetting process extremely seriously and have a dedicated team who validate employment and investigate gaps. For this, candidates who are invited for an interview must be able to provide a full 5 year or back to schoolwork history, accounting for any gaps and proof of right to work, address and SIA DS licence. Failure to provide this evidence will result in ABM not being able to comply with the BS7858 Standard (the British Standards Institution for screening individuals employed in a security environment) and therefore no offer of employment is able to be made

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.