

**Job Description:**

**Reception Customer Experience Concierge**

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| Function: | Corporate Services |
| Position:  | Reception Concierge |
| Job holder: | TBC |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | General Services Manager |
| Additional reporting line to: | Account Manager |
| Position location: | Guildford, Surrey Research Park |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Based in Guildford but working as part of a larger multi-site team, you will be providing best in class front of house engagement to the internal and external customers.
* Delivers a quality Front of House service.  Role is dedicated to ensuring all building occupants, visitors and guests receive the ultimate customer experience.  Challenging and reviewing services the role is fully responsible for the construction/coordination of the FOH guest experience, event management and floor operations.
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Providing both DI staff and their visitors with a high level of customer service and support
* Responsible for well-presented meeting rooms, provision of information, efficient professional arrival and departure process, escorting visitors to meeting rooms where appropriate, notifying internal clients of guest arrivals
* Provide reception and telephony services, answering the main company switchboard, ensuring call are answered promptly and professionally
* Support the Front of House Engagement Team Leader in operational delivery of maintenance, cleaning, catering, stationary, stock management and internal customer service requirements.
* Administration - including the updating of information on courier shipments, raising purchase orders and similar tasks where required
* Liaising with catering staff to arrange catering and refreshments for meetings / functions ensuring that the provision of service is of the highest quality and on time.
* Deliver service excellence in relation to managing of meeting room bookings, couriers and booking catering services, post services and maintain appropriate records
* Maintain general tidiness and ensure sufficient stocks of office consumables such as stationary and other company provided items throughout the building
* Maintain a safe and operational working environment for all staff in respect of health and safety, office planning and welfare facilities.
* Assist on site operational facilities team with day to day business, servicing of coffee machines and breakout areas
* Assisting with Contractor and Maintenance hosting and escorting on and around site.
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * The ability to anticipate and deliver internal and external customer requirements.
* Demonstrable high quality, effective customer service in a Front of House environment.
* Able to work on your own initiative to support the best customer experience at every level.
* Excellent interpersonal, organisational and communication skills
* Enthusiastic, with the ability to work in a pressured environment and deliver to tight deadlines.
* Management of meeting room bookings and ensuring all visitors clearance vetting is confirmed when providing the correct security pass.
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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To ensure the Company, Client and statutory regulations regarding Hygiene, Safety, Fire and Security are always complied with.
* Provision of safety and security to all staff members, visitors, and contractors on site
* To maintain and ensure teamwork and good ethics with your colleagues, supervisor, and managers and to always communicate clearly.
* Maintain control of the reception area i.e., cleanliness, report maintenance issues
* Point of contact and face of Sodexo
* Compliance with all site SLA’s and KPI’s
* Fully accountable for all front of house consumables
* Support business events
* Support everyday requests by visitors, employees, and contractors.
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| 2. 5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| * Characteristics: Excellent manner, well presented and excellence in customer service
* Site visitor volumes varies day to day. Average 50 per day, with average 200 site staff.
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * Security Clearance is required for this vacancy. If you are not currently Security Cleared, you will need to be eligible for this and willing to go through the process
* UK national, BPSS (Including DBS, RTW, MOD checks)
* Excellent customer service principles and practices, 1 year customer experience
* Professional personal presentation
* I.T. literate - ability to use the Microsoft Office suite
* Excellent communication skills both verbal and written
* Ability to contribute to the team, use your own initiative, attention to detail
* A valid SIA license
* **Desirable**
* Previous experience in a similar role is desirable
* First Aid Qualification
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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| General Service ManagerReception, Customer Experience Concierge |

**Levels**

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|  | * J1 Manager/Supervisor
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Received:

Date:       Date:

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Job holder Immediate Manager