**EXPERTISE**

Job description

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| Function: | Front of House |
| Position:  | Receptionist/CONCIERGE |
| Immediate manager  | Facilities Manager |
| Additional reporting line to: |  |
| Position location: | Microsoft Research, Cambridge |

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| 1. Purpose of the Job |
| **Job Purpose*** To deliver a quality Front of House service for the Microsoft Research building in Cambridge. This role is dedicated to ensuring all building occupants, visitors and guests who enter the building receive the ultimate customer experience. As the first impression for our client business, this role needs to deliver impeccable service excellence with attention to detail, always anticipating customer needs. Immaculate appearance and cleanliness is a prerequisite.
* This position requires a natural ability to challenge and review services. You must have a disciplined approach, excellent communication, organisational & planning skills. The role requires a warm, friendly & dynamic individual with the ability to multi task and always to deliver an exceptional level of service. Guest experience must be at the forefront of the operation.
* You will be fully responsible for the construction and co-ordination of the FOH guest experience.
* You will provide a professional service, whilst adhering to Sodexo policies and promoting the Company image at all times. Complete all administration relevant to the efficient running of the operation.
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| 2. Organization chart |
|  Facilities ManagerReceptionist/Concierge |

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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Accountabilities** or “What you have to do”* Enhance the FOH experience on the site.
* Delivering an exceptional level of customer service
* Ensure FOH operations are delivered in compliance with the contract.
* Manage the site car parking arrangements for both staff and visitors.
* First point of contact for incoming telephone calls to the main site number.

**Courier Services/Deliveries*** Manage courier service on site. Process all requests for courier collections from site.
* Assist Security team as required with courier and other deliveries to site.
* To pro-actively look to recommend improvements to your work process by providing suggestions & solutions
* To always look for time efficient ways to completing any activity.

**Compliance, Environmental, Health & Safety and Risk Management*** Ensure compliance with procedures, manual handling, risk assessments, COSHH, Health & Safety, fire regulations & emergency procedures.
* Act as Co-ordinator in any evacuation situations, either planned or unplanned. Assist Security team in liaison with the emergency services as required.

**Processes*** To ensure required standards are achieved always and always look at opportunities to further improve the existing standards of work
* Good understanding and experience of ensuring focus is on individual customer requirements and care whilst meeting required service levels.
* Awareness of the need to provide services in a sensitive manner such as not to affect Microsoft’s business or reputation.
* Flexibility that is focused to delivering exceptional customer service.
* Can-do attitude with attention to detail.
* Previous experience of working as part of a facilities team with a strong focus on customer service.
* Good listening, prioritisation and interpersonal skills.

**Health and Safety*** Staff must take care of their own safety and others who may be affected by their actions or omissions. Employees have an obligation to report any Health and Safety concerns to management.
* Ensure that staff make appropriate use of Personal Protective Clothing
* Ensuring the observance of managing safely, safe working methods and recording and reporting any untoward incidents by the appropriate Incident/accident report forms.
* To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare.
* To help maintain a safe working environment.
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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. |
| * **Customer & Client Focus:** Deliver exceptional customer service to build valuable long term relationships with colleagues, customers and clients
* **Impact and Influence:** Communicates to build relationships and interacts appropriately with others
* **Continuous Improvement:** Seeks to raise standards and improve quality of performance and service
* **Working with others:** Works effectively and professionally with others to achieve the desired results
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |

* Highly effective communication skills at all levels
* Good literacy and organisational skills
* Excellent Customer service skills
* Ability to respond quickly to problems
* Ability to monitor performance levels at all times
* Understanding of relevant Health and Safety and other legislative requirements
* Ability to take instruction from both line manager and clients
* Ability to work on own initiative

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| 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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