**Concierge Team Leader**

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|  | **P****osition Title** | | | Concierge Team Leader |  | **Department** | | Soft Services |  |
|  | **Generic**  **Job Title** | | |  |  | **Segment** | | Corporate Services |  |
|  | **Team Band** | | | Un-Banded |  | **Location** | | Diageo, 7HQ |  |
|  | **Reports to** | | | Hospitality & Conferencing Manager |  | **Office /**  **Unit name** | | Park Royal |  |
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|  | **Organisation Structure** | | | | | | | |  |
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|  | **Job Purpose**  Diageo is a leading alcohol drinks company with a strong focus on celebrating life every day, everywhere.  To support the Soft Services Manager to deliver and administrate the IFM function that supports the delivery of ‘One Sodexo’ IFM services at 7HQ. To support Soft Services manager in the service delivery of site services and administration. Deliver a proactive service model to support the development of the contract across all services. Support the Management framework in delivering 100% compliance in Sodexo, Diageo and regulatory matters.   * To be a proactive customer focused individual with an exceptional eye for detail and the ability to communicate and build relationships at all levels. * To be a forward thinker with a methodical approach, exceptional planning, and excellent organisational and communication skills. * Working with our customers, promoting and enhancing the workplace experience, delivering a safe and compliant working environment. * To assist in the delivery of first class soft service experience through attentive service * To liaise with external stakeholders and suppliers to ensure all tasks are carried out in accordance with site and customer requirements. | | | | | | | |  |
|  | **Accountabilities** or “What you have to do”   * To support the Soft Services Manager in delivery of an efficient and effective concierge team with a flexible approach that can support all aspects of the operational service delivery. * Responsible for service delivery for all aspects of Sodexo activity in the area, interaction with local customers to ensure high level of customer satisfaction and service delivery improvement initiatives. Follow up any   customer complaints   * To support Soft Services Manager to implement site service or process improvement initiatives. * To support with administrative tasks and service checks within Soft Services. * Carry out accounting and administration tasks in accordance with Company policies and procedures and complete in line with the Sodexo Way compliance standards. * To liaise with clients ensuring that meetings and conferences are delivered to the highest possible specification. * Liaise with the kitchen and service delivery teams to ensure hospitality services are delivered in a timely manner. * To keep up to date with changes to the technology within the meeting rooms and to develop the concierge team so that they can provide front line support. * To be visible and build relationships with all levels of user. * To be customer facing and customer service focused * To support with coordinating meeting room, food and beverage bookings * To ensure continuous improvement of the service through innovative service improvements * To ensure the area is compliant to health and safety and food safety procedures. * To ensure that the area is compliant to environmental procedure. * To ensure that the site rules are enforced. * To report all faults and issues to the relevant service partner as directed by the Soft Services Manager * Support the Security Manager with cover for the reception desk when required. * To ensure you learn all other aspects of Soft Services departments and skills and support the departments in times of holiday and sickness * To ensure you are flexible in attending other roles relevant to business requirement. | | | | | | | |  |
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|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”   * Support the Soft Services Manager to achieve all KPI’s or associated action plans for any ambers / reds. * Support the Soft Services Manager to achieve Client and Customer satisfaction scores. * Support the Soft Services Manager to ensure internal compliance standards will be met and adhered to. * To deliver a consistent level of service within the company standards to the contract specification and agreed performance, qualitative and financial targets. * To support the Soft Service Manager to achieve a green safeguard audit. * Building users receive a quality 5 star experience * All faults, issues and concerns are addressed and resolved in a timely and efficient manner * Client and Customer satisfaction * Internal compliance standards will be met and adhered to * Compliance with all SLA’s | | | | | | | |  |
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|  | **Dimensions** | | | | | | | |  |
|  | Financial | N/A | | | | | | |  |
| Staff | N/A | | | | | | |
| Other | N/A | | | | | | |
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|  | **Knowledge, skills and experience**  **Essential**   * Knowledge and experience of Condeco * Excellent organisation and communication skills * Ability to work within tight deadlines * PC literate with experience in Microsoft office applications including outlook/word/excel * A highly customer focused individual with a ‘can do’ attitude * The role holder will have a confident manner and be competent to support customers * The role holder will be smart, presentable and have impeccable personal hygiene * Ability to multi task, work with others and be a good listener * Ability to prioritise and excellent interpersonal skills * Show attention to detail * Ability to work on own initiative and be reliable and trustworthy * Flexibility that is focused to delivering exceptional customer service * A hands on approach * A high level of customer services / host experience in prestigious environments * Previous experience of providing similar service bundles via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service * Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements * Experience with focusing 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 any business, reputation or share value * Ability to handle feedback in a calm, structured and professional manner   **Desirable**   * Previous experience in administration role * Experience working in a confidential environment * The role holder will have an understanding of the customer business operations for their area, and will understand the operating model of the Diageo business * The role holder will have a strong customer service background | | | | | | | |  |
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|  | **Contextual or other information**  This position will be a key part of a one team approach to providing a quality customer experience for the users of the office environment on site. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.  This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals. | | | | | | | |  |
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| Document owner | | | Stephen Haines | | | | | | |