

Job Description:   
 Corporate Concierge

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| Function: | | | | As below | | | | | | | | |
| Position: | | | | Corporate Concierge | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Wayne Hyde security supervisor | | | | | | | | |
| Additional reporting line to: | | | | Darryl Bedding | | | | | | | | |
| Position location: | | | | J&J High Wycombe | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To be responsible for the efficient and effective day to day running of the guest and visitor experience and to provide a safe and secure environment in support of excellent people care and leaving people with a good impression of the site service team | | | | | | | | | | | | |
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| 2. 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. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Excellent manner, well presented excellence in customer service | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. |
| GSM Manager  Security Manager  Security supervisor |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Be part of the concierge service and help maintain an excellent customer experience * Maintain control of the reception area ie cleanliness, report maintenance issues * Help guide and control all visitors arriving at the High Wycombe site * Building relationships with key stake holders * Point of contact |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To meet and greet building users and visitors in a welcoming manner * Provide a customer focused service & where required contact hosts and direct visitors by maintaining employee and department directories. * Take and pass on messages to client in a clear manner * Maintain constant surveillance of entrance and reception providing maximum visibility * Provide appropriate assistance as needed to building users, guests and visitors in suitable and professional manner * To provide line manager and client with concise and accurate reporting as required * Promote good public relations between Building Management and clients and their guests/visitors through courteous, helpful, and professional contact. * Liaise with clients in a polite and professional manner * To be fully compliant with the building’s security measures regarding access controls * Carry out additional works as directed by FM team. * Completing all necessary paperwork & reports * Ensure that health & safety information contained in the risk assessments are up to date * Following site specific procedures * Manage visitor management system * Introducing visitors to site host |
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| 6. 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. |
| * Be able to provide full visitor reports when required. * Fully accountable for all front of house consumables * Support business events * Support everyday requests by visitors and employees |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential**   * Excellent customer service principles and practices * General security awareness and knowledge * 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 * Ability to use your own initiative * Attention to Detail * Confident dealing with the public * Customer Focused Approach   **Desirable**   * Previous experience in a similar role is desirable |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Brand Notoriety | * Innovation and Change | | * Employment Engagement | * Learning & Development | |  |  | |  |  | |  |  | |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |