**Concierge**

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|  | **P****osition Title** | | Concierge |  | **Department** | | Soft Services |  |
|  | **Generic**  **Job Title** | |  |  | **Segment** | | Corporate Services |  |
|  | **Team Band** | | Un-Banded |  | **Location** | | Diageo, 7HQ |  |
|  | **Reports to** | | Concierge Team Leader |  | **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 Concierge Team Leader to deliver and administrate the IFM function that supports the delivery of ‘One Sodexo’ IFM services at 7HQ. To support Concierge Team Leader 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 own and take responsibility for an allocated floor area and ensure that a 5 star customer service is experienced by all. * To be the first point of contact for building occupants. * To be visible to all users and build relationships with all levels of user. * To ensure the floor area is complaint with Health and Safety procedures. * To ensure that the floor 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 * To monitor and review the Multi Functional Devices around the floor * To monitor and review the kitchenettes and stationery hubs * To support building users with meeting room technology, through regular checks and being present at the start of key meetings * Supporting the building users when new technology is implemented * Monitoring room and hospitality bookings, ensuring tasks are processed in a timely manner and that all relevant departments are liaised with. * Monitor and replenish stationery hubs as required * To work as part of the soft services team and multi skill in all positions including, but not limited to, switchboard, hospitality and reception. * Undertaking the induction of new employees to 7HQ * To have a full working knowledge of the building including all services * To assist with administration duties * To assist with hospitality deliveries and supporting catering services eg till work in the restaurant * To carry out basic maintenance tasks as required | | | | | | |  |
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|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”   * Support the Concierge Team Leader to achieve Client and Customer satisfaction scores. * Support the Concierge Team Leader 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 Concierge Team Leader to achieve a green safegard audit. * Building users receive a quality 5 star experience and can carry out their business seamlessly * 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**   * Proactive * Excellent communicator. * Resilient * Working with others * Good listener * Ability to prioritise * Excellent interpersonal skills. * Reliable and trustworthy * Can-do attitude. * Ability to work within tight deadlines * SIA License holder * 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 * Experience with focusing on individual customer requirements and care whilst meeting required service levels * Ability to handle feedback in a calm, structured and professional manner   **Desirable**   * 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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| Version | | | 1 | Date | |  | | |
| Document owner | | |  | | | | | |