

Job Description: Concierge



Function:	Operations
Position:	Concierge
Job holder:	New Role
Date (in job since):	2019
Immediate manager (N+1 Job title and name):	TBC - APL Operation
Additional reporting line to:	Senior Operations Manager
Position location:	Circle Square – Manchester

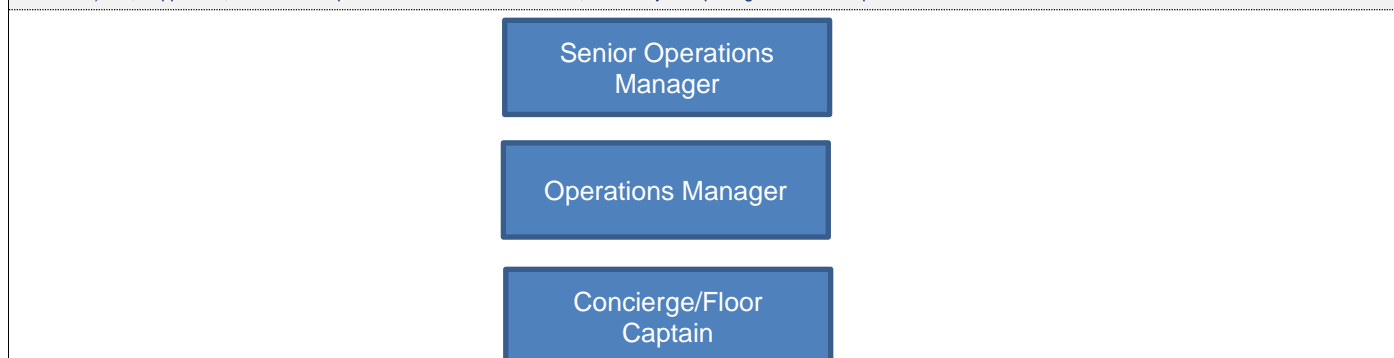
1. Purpose of the Job – State concisely the aim of the job.

- To provide a proactive service to facilitate all activity on the floor plates to enable business success.
- To be the “GO TO” single point of contact for customers for help and assistance on their core activities.
- To be responsible for the visitor management signing in, badges, direction & hosting.
- To drive new business through the HP suite, concierge/Floor Captain and events services through internal and external engagement
- To manage and be responsible for event, concierge, hosting and meeting room services at the required times to the company’s standards and to the agreed performance, qualitative and financial targets
- To ensure health and safety is at the top of everything we do and compliant at all times
- To be the first point of contact for customers organising events and co-ordinate space, ensuring overall management of events and functions from start to end
- To liaise with internal and external stakeholders to ensure that all events are carried out in accordance with customer requirements and the site.

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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

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.



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.

- 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, excellent organisational and communication skills with the ability to challenge in order to further develop the service offer
- Working with our customers, promoting and enhancing the workplace experience, delivering a safe and compliant working environment
- To be responsible for the delivery of visitor management, meeting room management, event management, post incoming & outgoing and general lobby hosting/trouble shooting through attentive service
- To promote and be creative within the above deliverables to assist with growth of business

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

General Lobby hosting in the HP suite and general office trouble shooting/FAQs

- Engaging with the staff on all floor plates
- Daily floor walks to be undertaken, any faults found need to be logged with the helpdesk.
- Act as a point of contact to deal with day to day queries made by the client.
- To be visible and build relationships with all levels of customer and client

Meeting room Management

- Check meeting rooms to ensure good housekeeping and the correct number of chairs for the room's capacity
- Provide AV assistance when required. This will also involve HDVC assistance and be point of contact for Conference Phone remote support.
- Check all floor boxes closed correctly, not causing a trip hazard and no cables trapped. Report any damaged cabling to helpdesk
- Ensure all table top cables are not damaged and are working correctly. Replace if necessary
- Check all TV's in meeting rooms to ensure these are ready for the customer to use
- Check and replenish all meeting room presentation facilities – flip charts full and clear of previously used sheets, marker pens, white boards clean.
- Check air conditioning/heating levels in rooms. Report any faults to the helpdesk

Post Incoming & Outgoing

- Take delivery and sort post and packages, both internal and external
- Deliver recorded or special post and packages to customer's desks and obtain signatures
- Log all parcels received on site into relevant logs
- Frank external post to be delivered
- Fill out data for post incoming/outgoing/franking numbers in to relevant spreadsheets
- Ensure all post is ready to be collected for different post companies for their allocated time

Visitor Management

- Welcoming staff and visitors to the building
- Issue access cards to employees, visitors & manage booking system
- Activate access cards to employees, visitors & Maintain required documentation
- Delivering a hosting/concierge experience for visitors.
- Maintain a tidy and professional reception, meeting rooms & office spaces.
- Provide visitors with clear directions to their place of requirement/inform employee of visitor.

Event Management

- To be the dedicated point of contact for all events that take place on site.
- To understand that events that take place may start and finish outside of normal operational hours.
- To be a point of contact for customers organising events
- To co-ordinate event space booking/ availability
- To be flexible in hours of work depending upon event bookings
- To ensure continuous improvement of the service through innovative service improvements
- To ensure that the site rules are enforced

6. Accountabilities – Give the 3 to 6 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To ensure we promote and follow up all sales opportunities
- To ensure the area is compliant to health and safety
- 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 Operations Manager

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Client and customer focussed
- Exceptional communicator and organizer
- Previous experience of organizing events
- Flexible working hours

Desirable

- Computer literate
- Familiar with Sodexo's Policies and procedures
- Experience in prioritization of service delivery in a similar environment

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
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	3	Date	June 2019
Document Owner	John Moores		

10. Employee Approval – To be completed by employee

Employee Name		Date	
---------------	--	------	--