

JOB PROFILE

CONCIERGE

LOCATION:	Based at LAH, 8 Errol Street, London, EC1Y 8SE
REPORTING TO:	Housing Lead
RESPONSIBLE FOR:	N/A
SALARY:	GRADE B £19,363 per annum
HOURS:	35 hours, 7am to 3pm
ANNUAL LEAVE:	28 days per annum pro-rata (inclusive of public holidays)
OTHER BENEFITS:	Contributory pension scheme; interest-free season ticket loan after six months; free confidential telephone counselling service.
JOB PURPOSE:	The aim of this post is to be responsible for front reception, receive visitors, handle enquiries, answer the telephone and receive, sign for and distribute mail. Signing in/out of gym users and take payments. To ensure all common areas are tidy. Operate the meeting room booking service and order catering supplies. Update the Intranet. To provide quality information, advice and guidance to visitors, supporting the Psychologically Informed Environment within the organisation. Ad hoc duties.
JOB CONTEXT:	LAH and Monarch Court projects provide short-term temporary accommodation for 87 (Monarch Court) and 146 (LAH) single homeless vulnerable young people aged 16 to 25 from a variety of backgrounds. The project reception is open 24/7 – 365 days a year. Help embed a Psychologically Informed Environment in the organisation.

DUTIES AND RESPONSIBILITIES

Front Reception

- Ensure Reception is maintained in a clean and tidy state at all times.
- Meet and greet visitors, contractors, stakeholders to the building, creating a positive and professional impression.
- Offer beverage to visitors
- Contact relevant staff advising visitor/s has arrived for appointment
- Answer the telephone; take messages; transfer calls
- Deal with enquiries clearly and effectively and forward to relevant staff where appropriate
- Deal with any complaints in a courteous manner, resolving any issues and liaising with other teams where required

- Receive post; sign for any post/parcels; sort and distribute; take items for posting to the post box/use of postal services
- Providing Breakfast Packs to Residents
- Assist with some Housing Worker Assistant duties

Tidying of common areas

- First task of the day: to check all common areas (Reception, Meeting rooms, Staff Kitchen, Resident Lounge) and ensure all clean and tidy; floors and surfaces are clean, dustbins emptied, meeting rooms are cleared of any plates/glasses, items taken to be washed and put away; food items disposed of appropriately
- Undertake a further check after lunch
- Liaise with porter/cleaner to assist with cleaning of areas where necessary
- Identify maintenance needs and report to P&F

Servicing of meeting rooms/Staff Kitchen

- Operate a booking system
- Liaise with PA/other staff, on catering requirements for meetings
- Be responsible for maintaining supplies of tea/coffee/sugar/milk in the staff kitchen

Admin duties

- Update the staff and resident intranet sites
- Adhoc Administration duties

Gym Users

- Work collaboratively with the Fitness team and liaise
- Provide Membership Forms for completion
- Signing in and out of gym users
- Taking payments for one off gym use/class
- Dealing with general enquiries re services offered
- Liaising with Fitness team as necessary
- Ensure gym pamphlets are provided in reception

SCOPE AND LIMITS OF AUTHORIT

- Meet and greet, use of telephone system
- Administration information systems (manual and computerised) and in particular Intranet and Room Booking Service.
- The processing of monies received at reception, for gym classes.
- The receipt and distribution of post

GENERAL

- Maintain a thorough knowledge of City YMCA London's Code of Conduct, Finance Policies and Procedures and Human Resources Policies and Procedures and act within them at all times.

Required Skills and Person Specification CONCIERGE

Knowledge and Qualifications	
Knowledge of customer services standards and procedures	Essential
Knowledge of general administration duties	Essential
Experience	
At least one year's experience of working in Customer Services/Reception environment	Essential
At least one year's experience of dealing with a challenging and varied work load	Desirable
Experience of working in a challenging environment	Essential
Experience of working in a PIE environment	Desirable
Abilities and Skills	
Ability to work unsupervised, using own initiative	Essential
Neat and professional appearance	Essential
Problem solving skills	Essential
Ability to stay calm under pressure	Essential
Organised and detail oriented	Essential
Strong interpersonal skills	Essential
Good communication skills	Essential
Intermediate level PC skills	Essential
Intermediate administrative skills	Desirable
Able to multi-task and think on your feet	Essential
Flexibility	Essential