

**Job title:** Concierge Officers  
**Line manager:** Supervisor Concierge Officer  
**Grade (if applicable):** 6  
**Direct reports:** N/A



### Role purpose:

Concierge Officers will be required to work in various sites as part of a mixed tenancy flagship regeneration scheme. You will be expected to provide high-quality customer service to residents, internal and external stakeholders, and to ensure that services are accessible, high-quality, and cost-effective.

Our first priority is to provide an exceptional experience to everyone, both internally and externally.

### Key results:

- Service to residents is of the utmost significance. The Concierge Officer will greet residents and guests and respond to inquiries made by phone, email, or in person.
- Assist residents, guests and visitors with job tasks and individual requests to be dealt with efficiently whilst maintaining reception cover.
- The Concierge Officer must ensure that the highest levels of customer care and service are maintained at all times. Deal effectively with complaints, taking the correct action and remain courteous at all times.
- Maintain a clean and smart appearance at all times, wearing either the staff uniform or a suit.
- Always ensure effective security of residents and the building including managing any CCTV, undertaking patrols of the development and aid the smooth running of the car parking facilities and amenities spaces.
- Programming and issuing of access control fobs and processing payments from residents.
- The Concierge Officer should check and screen all visitors, guests and all contractors staff, ensuring they have the required permission to be present in the building. Report any suspicious/unusual behaviour to the Neighbourhood Customer Specialist or Senior Manager on call, calling the Emergency Services if necessary and gathering of evidence e.g., CCTV.
- Correct reporting of any security/Health & Safety issues, incidents, and complaints. Taking appropriate action in the event of an emergency.
- Undertaking regular utility meter readings of landlord and residential meters.
- Taking accountability for processing all deliveries arriving to the main reception, this includes safekeeping/storing of all parcels and registering them accordingly, including notifying the residents. The Concierge Officer must have a high attention to detail.
- Issuing of keys to authorised personnel/residents only whilst recording at all times by signing in and out of keys.
- The Concierge Officer will be responsible for enforcing the fire and emergency policy procedures and ensuring that appropriate preventative measures are implemented.
- Proactively deal with any maintenance and cleaning issues that arise inside the development, and conduct frequent patrols in accordance with the service standard to detect any issues and take corrective action, such as emergency cleaning/litter picking.

- As required, assist the Neighbourhood Customer Specialist with any additional reasonable tasks.
- Offer a clear and concise handover at the end of every shift, outlining any events that have occurred, and any upcoming events. Ensure that records are updated appropriately.
- Develop and maintain a strong relationship with internal and external stakeholders.

#### **Success metrics:**

- Responsible for responding to all incoming emails within the agreed timescales
- Positive feedback from customers and internal colleagues
- Understanding and adhering to the Fire Evacuation policy
- Must attend all team meetings and undertake the required trainings.

#### **You will be:**

- Providing a customer facing role, with excellent customer services skills and highly focused on continuous improvement.
- You will have demonstrated your attention to detail and ability to multitask.
- Physical fitness and mobility are required since heavy lifting is occasionally required.
- Required to provide daily administration duties e.g. logging repairs
- Must be prepared to work outside normal working hours on an occasional basis.
- Committed to the provision of a high-quality customer orientated service by ensuring development is maintained to a high standard and using initiative to resolve issues right the first time.
- Have a positive attitude and cooperative team player with the ability to communicate with colleagues at all levels throughout Peabody.

#### **You will have:**

- Excellent communication (written and verbal) and interpersonal skills to suit a variety of audiences including internal and external stakeholders.
- Good knowledge in Microsoft Office Suite, including Outlook, Word and Excel.
- Strong problem-solving and critical thinking skills to handle any situations that may arise.
- Basic knowledge of building maintenance issues to ensure accurate reporting of repairs.
- Must have experience of providing excellent customer service and residential Concierge service or other similar front of house roles.
- Excellent organisational, multitasking skills and administrative skills for handling daily tasks such as receiving deliveries, fob programming, processing payment and CCTV reviews.
- Flexibility to work weekends and take additional shifts to cover sickness or annual leave.