

CONCIERGE ASSISTANT

Job Ref: REQ210234

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Campus Services is the campus hospitality provider at Loughborough University. We provide accommodation and catering within our halls of residence and within our various food and bar outlets for students, staff and visitors.

Job Description

Job Grade

Operational Services Grade 2

Job Purpose

Concierge Assistants deliver an excellent first impression and ongoing service to our students and commercial guests. They provide a professional, efficient and friendly welcome to all callers at hall receptions, register and direct arriving guests and respond satisfactorily to all general enquiries. During a shift, they may also undertake general administrative work, including the use of a room bookings system, light portering and cleaning, and deal with minor safety and security incidents.

Job Duties

Duties and Responsibilities

- Provide excellent customer service to all visitors and ensure everyone is greeted professionally
- Follow the checking in/out procedure and assist with luggage as necessary
- Respond to customer queries and complaints, follow escalation process as required
- Ensure reception records (including electronic) are up-to-date; provide a comprehensive handover at the change of shift
- Monitor fire alarm panels and respond accordingly in the event of an incident, ensure all information is logged
- Regularly inspect and clean the reception and public areas
- Assist with hall tours and open days
- Responsible for the reception cash float; handle cash and credit card transactions; balance receipts at the end of the shift during conference period
- Assist in ensuring that maintenance requests are reported, processed and completed within suitable time frames and that customers are updated on progress
- Assist with a variety of administrative or operational tasks, under the direction of Halls Management and in line with the scope of the job role
- Follow closing procedure and ensure receptions are locked and secured

Health & Safety

- Report accidents or near misses to Line Manager and SHE portal

Other Conditions

- To be flexible in relation to location and working hours as some evening and weekend work will be required.
- Maintain a smart, professional appearance at all times, including wearing a uniform
- Attend any training required and to be proactive in attending training which will increase knowledge and skills relevant to the role
- Provide support and assistance to the Hall Management team

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to Hall Manager

Person Specification

Your application will be assessed with respect to meeting the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Skills and abilities	Basic computer skills	1, 3
	Good verbal communication skills, face to face and over the telephone	1, 3
	Excellent customer service skills	1, 2, 3
	Good attention to detail	1, 2, 3
	Ability to handle cash and credit card transactions	1, 3
	Ability to remain calm under pressure and handle difficult situations	1, 3
	Ability to familiarise self with the campus to be able to assist customers accordingly	1, 3
	Confident to show individuals and groups around the accommodation	1, 3
Training	A willingness to undertake further training if and when required	1, 3
	A willingness to adopt new procedures as and when required	1, 3
Qualifications	Educated to GCSE or equivalent in English and Maths	1, 3
Other	Be flexible in relation to location and working hours as some evening and weekend work will be required.	3
	Will be required to wear corporate wear supporting the professional image of the department	3
	Commitment to observing the University's Equal Opportunities policy at all times	3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous customer service experience	1, 3
	Previous experience of using University software programs.	1, 3

Conditions of Service

The position is part time (25 hours) on a 52 week, open ended contract. Salary will be on Operational Services Grade 2, £8.91 per hour to £9.19 per hour, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1-5, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Applications

The closing date for receipt of applications is **Sunday 9th May 2021**.