

POOL CONCIERGE ASSISTANT

Job Ref: REQ210245

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

- Ensure that students and guests arriving at the Halls are welcomed and efficiently received
 - Check in all arrivals ensuring that they are given the correct room and all relevant information regarding the facilities, services and procedures in the arrival Hall
 - Assist with luggage and car park information
- Assist students and guests with any queries or concerns, taking the appropriate action or escalating matters to a Duty Manager in a timely manner
- Maintain all Reception files and records (including electronic) up-to-date; complete the log book and provide/receive a comprehensive handover at the change of shift
- Ensure that all relevant safety procedures are followed
- Monitor Fire Alarm panels and take appropriate action in the event of an incident, ensuring that full information is logged
- Regularly inspect and clean the Reception area and public toilets
- Provide an excellent customer service at all times, including dealing calmly and efficiently with difficult and disruptive guests; know when to contact the Duty Manager or Security for assistance
- Assist with Hall tours and Open Days, guiding from a script and being able to provide all relevant information to visitors
- Maintain a smart, professional appearance at all times, including wearing a uniform (provided)
- Be responsible for the Reception cash float; handle cash and credit card transactions; balance receipts at the end of the shift
- Report any maintenance requests to the correct section and ensure completion if they are urgent; carry out basic maintenance tasks in line with training received

- 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
- Carry out any reasonable lawful request made by immediate superiors, which has not been specified in this document

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 the Hall Manager

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against 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 handle difficult customers	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	Normal hours of work are on a shift basis, 4.00pm to midnight or midnight to 8.00am, including weekends	3
	Must be prepared to work at a number of different locations on campus	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

Conditions of Service

The position is part time (zero hours) and open ended. Salary will be on Operational Services Grade 2 – F03, £8.91 per hour.

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 appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, 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**.