

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Concierge Assistant

Job Ref: REQ221232

General Details	
Job Title:	Concierge Assistant
Professional Service:	Residential – Estates & Facilities Management
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	25 hours per week
Grade/Salary	Operational Services Grade 2 - £9.82 to £10.18 per hour
Holiday	34 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme
Starting date:	Asap

Job Purpose
<p>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.</p>

Management & Supervision	
Reporting to:	Hall Manager

Responsibilities
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • 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 <p>Health & Safety</p> <ul style="list-style-type: none"> • 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.

Flexibility in start/finish times may be required depending on the needs of the business. Employment is on a 5 over 7 basis and may therefore include working at weekends as and when required.

At times the postholder may have to transfer to other locations/work areas to carry out duties commensurate with the grade.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/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, where operational needs allow, 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/>

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.

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.

Organisational Responsibility

The role holder will report directly to the Hall Manager

Person Specification

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 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