

**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: Pool Concierge Assistant

Job Ref: REQ230259

General Details	
Job Title:	Pool Concierge Assistant
Professional Service:	Residential
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	Zero Hours
Grade/Salary	Operational Services Grade 2 - £10.34 per hour
Holiday	Holiday entitlement paid on all hours worked
Pension	Not applicable
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 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.</p>

Management & Supervision	
Reporting to:	Hall Manager

Responsibilities
<p><b>Job Duties</b></p> <ul style="list-style-type: none"> <li>Ensure that students and guests arriving at the Halls are welcomed and efficiently received <ul style="list-style-type: none"> <li>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</li> <li>Assist with luggage and car park information</li> </ul> </li> <li>Assist students and guests with any queries or concerns, taking the appropriate action or escalating matters to a Duty Manager in a timely manner</li> <li>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</li> <li>Ensure that all relevant safety procedures are followed</li> <li>Monitor Fire Alarm panels and take appropriate action in the event on an incident, ensuring that full information is logged</li> <li>Regularly inspect and clean the Reception area and public toilets</li> <li>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</li> <li>Assist with Hall tours and Open Days, guiding from a script and being able to provide all relevant information to visitors</li> <li>Maintain a smart, professional appearance at all times, including wearing a uniform (provided)</li> </ul>

- 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.

## 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 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	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