



## Job Description – Concierge (Streatham Hill)

### Scope of Position

To provide reliable, timely and efficient customer service to all residents at London Square, Streatham Hill. To assist the Building Manager and management team at Trinity Estates in the quality upkeep of all common parts while ensuring compliance with all the safety, security and confidentiality procedures as expected.

### Position within organisation

- Reports to Building Manager with dual line communication to Property Manager

### Key Responsibilities

Deliver an excellent estate service to London Square (Streatham Hill) Management Company, Trinity Estates and their customers, in accordance with best industry practice, the terms of the contract with the client, and statutory requirements.

- Ensure that all residents are properly greeted and that any message, mail, correspondence, parcels, or deliveries are passed to them promptly as per procedure. To direct parcel(s)/deliveries accordingly.
- Man the concierge desk between the core hours of 2pm -7:00 pm.
- Manage the initial interface with residents and visitors- either by telephone or face to face
- Greet, welcome, supervise trades people on-site, guests & visitors.
- Ensure that regular patrols are carried out to the exterior of the site and the internal communal parts and note any specific problems. Report each walk around oniauditor and report any issues to the building manager.
- Notify the Building Manager daily of any queries or problems which require attention including any resident complaints.
- Report any faults to the lifts to Trinity during office hours and contact the Property Manager to authorise calling the Lift Provider in an emergency out of hours.
- In the absence of the Building Manager:
  - Record any maintenance issues on our Fixflo system and escalate urgent matters to the Property Manager.
  - Maintain inspection, incident and other records as required by Managing Agents.
- Coordinate the day to day running of the concierge desk and regularly liaise as a point of contact between visitors, owners/residents, and staff to ensure all relevant information is communicated correctly and efficiently and duties carried out promptly.

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- Assist the Building Manager and Trinity with keeping a record and frequently update all names, telephone numbers and points of contact for emergencies on site in terms of all stakeholders including security and contractors.
- Alongside the Building Manager to establish and develop good relations and partnerships with various authorities and local agencies:
  - Local authority
  - Police
  - Fire Brigade
  - Housing Association
- Ensure that, in an event requiring emergency services, 999 is called and details are provided before steps are taken to alert occupiers. In all cases, no risk of personal injury should be taken and in a non-emergency situation 101 is to be called.
- Notify police immediately of any break-in or thefts from any part of the estate and to also inform Trinity and the RMC Directors.
- Oversee the security of the building and car park, monitor visitors and devise common sense measures, in conjunction with Managing Agents.
- Ensure that the CCTV monitoring system is regularly used, coverage is maintained during working hours and appropriate action is taken with regards to incidents observed and to also immediately report any problems with the security equipment to Trinity and the Directors.
- Ensure the estate is maintained clean and tidy by carrying out litter picks and localised cleaning. Check external/internal lighting daily.
- Carry out checks and competent person tests of equipment testing e.g. fire alarms, roller doors, as agreed with Managing Agent and log on iauditor each Friday.
- Ensure compliance with all statutory requirements, Client requirements and Trinity procedures and policies, including health and safety, COSHH and environmental matters.
- Maintain an inventory of onsite equipment and ensure the Concierge office and storage facilities are tidy, well maintained and secure.
- Familiarise yourself with any manuals on site and the client's requirements in terms of their policy, if any.
- Ensure no waste or broken glass is allowed to accumulate in the communal areas and immediately alert any resident who leaves waste in communal areas to remove it immediately.
- Ensure removal of illegally stored items in and around the site.
- Place all items in the bin store that have been dumped on the development.
- When items dumped either on site or in the bin stores are noted the CCTV is reviewed to identify who has left the items and report to the Property Manager.
- Remove any unauthorised advertisements or leaflets from the notice boards or lobby areas.
- Ensure that refuse is collected on the designated day and the bin sheds are left clean following pickup.
- Ensure any keys, Fobs, deliveries and other valuables held are logged and kept safe.
- Ensure that the Key Holding procedure with reliance on keys being signed in and out by residents and contractors are adhered to.
- Co-ordinate, instruct and allow access for services to the estate, such as refuse collection, deliveries, repairs and maintenance, utility companies.
- Monitor regular contracts such as grounds maintenance and cleaning, ensuring the planting scheme for the site is retained and health and safety regulations are adhered to.
- Keep a watchful eye on all contractors working on site, including ensuring that communal areas are fully protected before any work starts and are left clean and tidy after the work is finished.
- If the concierge notices any lease covenants are not being abided by to contact the Property Manager.
- If there is a flat-to-flat leak on the development the concierge will report to Trinity and turn off the supply within the flat until repaired.

- Keep a record and regularly update a schedule of all contractors working on site whether reactive or cyclical and further maintaining an individual property log to demonstrate when contractors have attended that property.
- Be responsible for management of the selected contractors while working on site and for ensuring all statutory regulations and health and safety legislation is complied with.
- Be responsible for ensuring that contractors observe all Health & Safety and client specific rules while on site.
- You must be contactable at all times and keep your point of communication on at all times whilst at work.
- Being reasonably available to owners during working hours for the purpose of dealing with enquiries etc.
- Attend training as required
- Any other reasonable additional tasks requested by the Line Manager
- Other duties reasonably requested by Managing Agents to facilitate the good management of the building.

#### **Areas of Responsibility/Accountability**

- Ensure the development is maintained professionally
- Provide a high standard level of service to Residents and all visitors to the development
- Maintain a log of contractors who attend the development.
- Maintain a log of emergency contact numbers.
- Maintain a register of problems reported by residents or detected by Concierge for daily report to Trinity.
- To advise Trinity and the Directors of all emergency actions taken and the outcome

#### **Person Specification – Concierge (Streatham Hill)**

##### **Essential Skills**

- Previous experience of working with the public is essential, ideally in a service related, customer facing capacity
- Proven ability to manage challenging customer issues.
- Good Command of the English language is essential
- Proven ability to successfully manage difficult customer issues in a sympathetic but reliable manner
- Understand when and which issues to delegate/refer to line manager
- Professional attitude to service provision
- Be able to work on own initiative and have ability to multitask
- Be polite and courteous
- Smart appearance and where required, wearing company uniform and be clean and tidy in appearance
- Professional attitude to service provision
- Be able to work on own initiative and have ability to multitask.
- Friendly and helpful
- Trustworthy
- Some lifting required within the Manual Handling Regulations

##### **Desirable Skills**

- Knowledge of general maintenance and Health & Safety requirements is advantageous
- Understanding of property management is desirable
- Awareness of required responsibilities where “Lone Working” maybe a requirement of the role

#### **Qualifications & Education**

- Industry recognised qualifications would be preferred