



# Job Description Template

This template should be used for all Job Descriptions.

## Document Information

<b>Document type:</b>	Reference information	<b>Owner:</b>	HR
<b>Document Details:</b>	Status: Draft, Version: 0.2		

## Related documents

HR New Starter Procedure

New Starter Process

Data Protection Policy

Candidate Application Form

Right to Work Checklist

## Document governance

This template is part of the **HR New Starter Procedure** which falls under the **New Starter Process**.

This template is owned by the HR team.

<b>Job title</b>	Concierge
<b>Location</b>	City Lofts, Sheffield
<b>Contract type</b>	Permanent
<b>Hours of work</b>	Nights shifts (12 hour shift 7.30pm - 7.30am 4 on 4 off rota )
<b>Department / Team</b>	Concierge
<b>Reporting to</b>	Peter Shaw
<b>Manager for (if applicable)</b>	

## Role purpose

### *What does team / department do*

- A concierge/receptionist role in one of Sheffield's most prestigious and sought-after city centre, residential addresses.
- To competently ensure that City Lofts is managed in accordance with company procedures and instructions issued by the City Lofts management team. Ensuring that the development remains secure and maintained to a high-quality standard.

### *How does role fit into team / department*

- The successful applicants will form a team of Concierge working directly under the Development Manager and will form a key part of the development team

## Main duties

### *List of main duties, end with the below or similar*

- Excellent first impression for residents, visitors and clients,
- General receptionist/concierge duties,
- Ensure effective security of residents and the building at all times
- Key holding
- Monitoring of the CCTV
- Assist the management team by liaising with residents / contractors regarding repair and maintenance requirements
- Light administration tasks.
- Responsible for all deliveries to main reception desk, receiving and safekeeping of all parcels/registered mail
- Undertake other general duties as required from time to time to assist with the management of residential property in accordance with industry best practice.

## Person specification

- Experience is not essential as full training will be provided however a friendly, helpful and polite demeanour is a must along with high standards of personal presentation!

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Higher education qualifications related to the industry are a preference</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• VIP or Concierge experience a preference</li> </ul>
<b>Knowledge / Skills</b>	<ul style="list-style-type: none"> <li>• Customer Service excellence</li> <li>• Clear communication skills including interpersonal skills</li> <li>• Impeccable presentation</li> <li>• Must be able to show good judgement and common sense</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service background</li> <li>• Ability to communicate with people at all levels in verbal and written form. Ability to compose written correspondence with clients in a professional manner</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Friendly, helpful and polite demeanour is a must .</li> <li>• High standards of professional and personal presentation</li> </ul>	<ul style="list-style-type: none"> <li>• To be able to maintain a positive and professional attitude at all times</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to work calmly and professionally when under pressure</li> <li>• Have an ability to approach things with a positive outlook, the objective is to find solutions, not to emphasis negatives etc</li> <li>• Be motivated and of a confident nature</li> </ul>	<ul style="list-style-type: none"> <li>• Basic computer skills - some experience in utilising Microsoft office software required</li> </ul>