

**JOB TITLE:** Night Concierge  
**LINE MANAGER:** Estate Manager, Head Concierge or Duty Manager  
**DEPARTMENT:** Property Manager



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## AIM OF POST

The purpose of the Night Concierge is to provide superior levels of customer service to residents and guests at a given development by carrying out day-to-day duties that may involve operation of the Concierge Desk with emphasis on the monitoring of onsite security at night.

## MAIN DUTIES AND RESPONSIBILITIES:

### General Accountabilities

- Lead by example, adopting Rendall & Rittner policies, procedures and values.
- Constantly strive for continuous improvement.
- Delivering excellent customer service.
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices.
- Able to handle confidential and sensitive information, dealing with issues and queries with utmost professionalism.

### Role Specific Accountabilities

- To be a main point of contact, be responsible for quality customer service for residents and guests, handling day-to-day matters in a prompt and professional manner. Occasional, decision-making and problem-solving in the absence of supervision will be required, given the circumstances of the role.
- To carry out security inspections and operations as required.
- To assist in the required onsite duties and provide excellent concierge services as prescribed by Property Manager.
- To conduct the required health and safety inspections and activities to assist in keeping the development and workplace a safe environment for all.

## REQUIRED EXPERIENCE AND TECHNICAL COMPETENCY

- Excellent verbal and written communication skills.
- Excellent IT and numeracy skills.
- Practical application and working knowledge of Health and Safety requirements and legislation to eliminate or mitigate risk in the workplace.

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## KEY BEHAVIOURAL COMPETENCIES

- **Fairness**

Ability to demonstrate that you can be relied on, and will treat others as you want to be treated, with respect and honesty.

- **Organisational Improvement**

All companies need to be moving forward to keep their good name. We rely on you, our employees, to come up with the ideas that will take us to our aim of being the UK wide market leader in residential property management.

- **Communication**

Passing on and gathering information confidently and clearly, across all communications channels and able to win support and gain co-operation from others to achieve goals.

- **Respect**

Ensuring that ethical values are applied consistently to all. This includes taking the time to respect and understand others, interpersonal sensitivity and cultural awareness.

- **Unified Approach**

Working with others; openly sharing information and helping colleagues to meet business goals and comply with Standard Operating Procedures (SOP's).

- **Safety**

Actively seeks to maintain a safe work environment for all employees, clients, contractors and members of the public.

## SUSTAINABILITY

- To promote sustainability initiatives as directed by Rendall & Rittner.

*The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.*

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date: