

Role Profile

Job Title:	Barnet Council Corporate Concierge
Location:	Barnet Council Buildings
Department:	Resident Experience and Digital
Directorate:	Strategy and Innovation
Grade:	F
Type of Working:	In-person
Reports to:	Customer Services Manager

1. About the job:

As Corporate Reception Concierge you will have the opportunity to be first point of contact for visitors, staff, and stakeholders at Barnet Council's corporate offices.

This role is pivotal in creating a welcoming, professional, and efficient front-of-house experience that reflects the Council's values and commitment to excellent customer service.

The Concierge will manage reception operations, provide information and assistance, and ensure that all visitors feel valued and supported during their time at the Council Buildings.

2. Key responsibilities:

- **Front-of-House Management:**
 - Greet and assist visitors, staff, and stakeholders in a courteous and professional manner.
 - Maintain a tidy and organized reception area that reflects the Council's standards.
 - Manage and organise queues effectively keeping a structured flow to the reception area.
- **Visitor Coordination:**
 - Manage visitor sign-in processes, issue passes, and ensure compliance with security protocols.
 - Liaise with internal teams to coordinate scheduled meetings and appointments and other visitor requirements.
 - Direct visitors to the most appropriate council buildings and facilities promptly and with clarity to meet their needs and prevent long waiting times.
- **Customer Service Excellence:**
 - Provide accurate information about Council services, facilities, and procedures.

- Handle queries and resolve minor issues promptly or provide seamless handovers to a customer support advisor where necessary.
- Treat all visitors in a welcoming respectful manner and without bias. Always aim to provide the best service to all visitors so they leave feeling informed and valued.
- **Safety and Compliance:**
 - Monitor adherence to health and safety guidelines within reception and communal areas of the building.
 - Support emergency procedures, including evacuation protocols when required.
- **Administrative Support:**
 - Manage incoming calls and emails, directing them to the appropriate departments.
 - Assist with administrative tasks such as courier coordination, document drop-offs, key collections etc.
- **Continuous Improvement:**
 - Identify opportunities to enhance the visitor experience and contribute to service improvement initiatives.

3. Financial Responsibilities:

- Not applicable

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

Caring for **people**, our **places** and the **planet**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Level 2 qualification in English and Maths or equivalent certification	Essential	Application
Customer service NVQ level 2/3 or equivalent	Desirable	Application
Experience & Knowledge		
Proven experience working in a front of house and/or concierge role	Essential	Application
Experience of working with a diverse community in a resident focused environment.	Essential	Application
Experience using IT including Microsoft Office, telephony systems and administrative procedures in a customer focused environment.	Essential	Application
Experience working in a reception or concierge role in a local council or similar public sector environments	Desirable	Application/Interview
Understanding of equalities issues and commitment to achieving equality of opportunity and inclusion in service delivery	Desirable	Application/Interview
Knowledge of the services provided by the Council and a broad understanding of current issues	Desirable	Application/Interview
Skill & Ability		
Strong customer focus	Essential	Application/Interview
Ability to partake in quality and confident conversations with customers, residents, and visitors.	Essential	Application/Interview

Ability to deal with simple and routine face to face, telephone and digital enquiries in a tactful, courteous and efficient manner.	Essential	Application/Interview
Ability to communicate appropriately and effectively with clarity both orally and in writing	Essential	Application/Interview
Ability to interpret and communicate complex information across a range of themes and topics	Desirable	Application/Interview
Ability to keep good work records and documentation	Essential	Application/Interview
Able to work to a high standard without close supervision	Essential	Application/Interview
Good IT Skills	Essential	Application
Good time management	Essential	Application
Good organisation skills	Essential	Application/Interview
Ability to coordinate and work collaboratively amongst a range of council services and partners	Desirable	Application/Interview
Able and willing to be flexible and responsive in relation to working times, patterns and locations	Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		

Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview