

JOB TITLE: Concierge

REPORTS TO: Administrator

PURPOSE:

1. To ensure the professional and courteous reception of all visitors to the Home.
2. To provide administrative support to the Administrator and other home management staff as required.
3. To support effective and confidential record keeping in the Home.
4. To support the maintenance of a positive reputation for the Home in the local community

KEY PERFORMANCE INDICATORS:

1. Every visitor to the home is greeted on arrival and assisted fully in respect of their specific need with courtesy and professionalism.
2. Confidentiality is maintained in all aspects of the home's operation in the context of external contacts and 3rd party interactions.
3. Accuracy of records, documentation and correspondence is maintained.

KEY DUTIES AND TASKS:

Customer Care

Support the delivery of personalised care to each Home resident in accordance with the unique needs of each individual.

Ensure that every visitor to the home has a consistently good experience; that he / she is greeted courteously and professionally and assisted fully in respect of their specific requirements.

Operational standards

Ensure compliance with all company policies and procedures, regulations and statutory provisions in the effective management of the home.

Manage effectively all incoming and outgoing physical mail in the home. Ensure incoming mail is directed to the correct addressee and that all priority mail is tracked appropriately.

Order and personally deliver newspapers to each room. Order taxis and dry-cleaning services for residents as required. Manage the bookings of private dining room, hair salon and spa.

Ensure all records, documentation and correspondence are completed in accordance with relevant company policy and procedure and are executed to a consistently high quality in line with company brand guidelines.

Ensure that all documentation relating to the Home is stored correctly and accessed only in accordance with company policy.

Ensure that company policies are implemented with respect to the security and safety of residents' possessions.

Support the maintenance of the physical condition of the home, ensuring the building is clean and consistently of a high standard of appearance.

Promote health and safety in the home ensuring a safe environment for residents, employees and visitors, complying with company health and safety policy.

Marketing

Support the maintenance of positive working relationships with residents' families, regulators, GPs and all other local community stakeholders.

Ensure that the home is well promoted in the local community. Assist in ensuring that all local events concerning the Home are advertised positively to increase public awareness.

Ensure that all enquiries are managed in accordance with company policy, that all documentation associated with the resident enquiry process is completed fully and accurately.

Financial performance

Comply fully with company policy with regard to revenue and capital expenditure approvals.



This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Sanders Senior Living reserves the right to amend this Job Description from time to time, according to changing business needs. Any changes will be discussed with you and confirmed in writing. Please note that you share with Sanders Senior Living the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign, print your name and date below to indicate your acceptance of this Job Description.

Signature.....

Name.....

Date.....

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