

JOB DESCRIPTION

Job Title: **Concierge/Welcome host**

Department: Resident Services

Division: Environment and Streetscene

Business Unit: Leisure Services

Grade: Flexible worker, £13.67 per hour

Responsible to: Assistant General Manager

Responsible for: Meet and Greet, First point of contact for our customers, Sales and Memberships

Main purpose of post

The Concierge/Welcome Host is the front-line ambassador for Active Lambeth and will act as the first and last point of contact for our members and customers. They will lead and set a standard of customer excellence experience for each and every customer who visits our facilities. The Concierge will proactively enter into positive customer interactions providing customer information and facilitating customer access to our products and programmes in line with Active Lambeth access control and sales process to facilitate a smooth and friendly experience for every member, customer and prospect.

Principal Accountabilities

Provide a friendly and professional welcome to all customers and visitors, presenting a positive impression of yourself and Active Lambeth

- Proactively assist and direct all customers through access control and fast-track entry in a courteous and professional manner and in line with revenue and protection.
- Respond to customer enquiries and provide information about a full range of products and services whilst supporting promotional campaigns.
- Ensure that every customer sales enquiry is dealt with through the appropriate sales process.
- Support on outreach and promotional activities to promote Active Lambeth services
- Confidently upsell Active Lambeth products and services across the estate and match customers to them.
- Effectively handle and be accountable for any payments still taken through front of house.
- Work as part of a team to ensure the smooth operation of the facility.
- Follow Normal and Emergency Operating Procedures.
- Deal with complaints politely and positively making every effort to resolve there and then; referring to your line manager if unable to resolve.
- Demonstrating full knowledge of the centres and partnership's facilities and be able to convey information regarding other centres across the organisation.
- To ensure all necessary Active Lambeth development plans, training and qualifications for the post are maintained and renewed.

- Fully participate and engage in the training through centre-based training and on-going assessment of performance.
- To act in accordance with, and actively promote, Active Lambeth policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility.

PERSON SPECIFICATION

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>		Shortlisting Criteria
Key Knowledge	K1	Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres
	K2	Good understanding of the products and services that customers want from leisure facilities.
	K3	Knowledge of electronic booking and admissions systems
	K4	General knowledge and understanding of Health & Safety legislation and other legislation and its importance in relation to leisure centre services and operations
	K5	A formal customer service qualification such as the Level 2/3 in Customer Service or equivalent would be desirable.
	K6	Very strong communications skills and the maturity and ability to proactively engage with and build empathy and rapport with a diverse group of customers commensurate with an experienced customer service professional.
	K7	Very strong communications skills and the maturity and ability to proactively engage with and build empathy and rapport with a diverse group of customers commensurate with an experienced customer service professional.

	K8	The ability to effectively promote and 'sell' the service and centre	
	K9	The ability to deal with customers, their queries and concerns with empathy, tact and sensitivity	
	K10	Excellent initiative and problem-solving skills and the ability to make customer service decisions	
	K11	The ability to make a positive difference to the customer, delivering high levels of service excellence with minimal supervision.	
	K12	The ability to work as part of a team.	
	K13	Good organisational and time management skills.	
	K14	Good written and verbal communication skills and be IT literate.	
	K15	Good literacy and numeracy skills	
	K16	The ability to remain calm, friendly and professional in difficult and/or stressful situations.	
Relevant Experience	E1	Previous experience in a busy, demanding customer front-of-house environment	A✓
	E2	Experience of dealing with customer self-service systems and technology would be an advantage.	
	E3	Experience of dealing with routine administration, membership, booking and Direct Debit systems.	A✓
	E4	Evidence of achieving results and making a difference to customers.	
	E5	Experience of selling to the public.	
Key Behaviours	B1	A positive and dynamic individual with a 'can do', results-driven approach and attitude	
	B2	An appreciation of, and commitment to, the distinctive culture and philosophy of Active Lambeth and our social values.	
	B3	Demonstrable trust, openness and respect in dealings with people.	
	B4	A flexible approach to tasks and workload.	
	B5	Be keen to develop yourself and learn new skills	

	B6	A good communicator who listens and is able to express yourself clearly	
	B7	Welcomes change, is flexible and can adapt and deal with various demands	
	B8	Honest, acts with integrity and takes responsibility.	
	B9	A positive and dynamic individual with a 'can do', results-driven approach and attitude	
Key Behaviours			Shortlisting Criteria
	B1	<p>Focuses on People</p> <ul style="list-style-type: none"> - Ensuring anyone who contacts me receives the best response even if it is not a query for Leisure Services - To understand the different needs for leisure in and outside of the council. - Showing empathy to assist people inside and outside of the council - Ensuring I treat people equally and take time to listen to their needs - Being open, flexible and available - Respecting team goals and supporting new members <p>Providing support, advice and guidance.</p>	
	B2	<p>Takes ownership</p> <p>Takes ownership of my task, breaking it down, engaging with persons involved and reflecting if there is a more efficient way of achieving it</p> <p>Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative</p> <p>Working with teams and service areas to achieve positive outcomes and develop personal capabilities</p> <p>Take time to engage with residents regarding public health funerals, taking care to respect data confidentiality</p> <p>Actively engaging in 121s, team meetings and the appraisal process.</p>	

		<p>Ensuring you keep abreast of changes in the service or statutory cremation developments across the UK</p> <p>Ensuring you have the right knowledge to undertake different tasks within Leisure Services and taking opportunities to learn new skills and procedures.</p>	
	B3	<p>Works collaboratively</p> <p>Finding out what other colleagues do and working closely with them</p> <p>Networking with other teams to seek out mutually beneficial ways of working</p> <p>Being a good team player and stepping in to assist manager or colleagues during absences</p> <p>Sharing information, best practice and ideas with relevant networks and groups</p> <p>Being approachable, listening and building constructive honest relationships</p> <p>Regularly sharing success stories that lead to good outcomes</p> <p>Ensuring that leisure centres and partners are all treated with respect and awareness of needs.</p>	
	B4	<p>Communicates Effectively</p> <p>Breaking down our ideas to create a better understanding and communication between divisions and end users – simple is best to communicate well</p> <p>Targeting the message to the audience, ensuring that everyone can access the information</p> <p>Listening for information from my manager and the council that can impact on my work.</p> <p>Sharing and passing vital and new information and reflecting back understanding</p>	

		<p>Escalating issues and opportunities straight away, ensuring risks are managed</p> <p>Manage expectations for bereaved people, avoiding jargon or vague terms in explanations</p> <p>Review all communication that goes out from the team, in line with service sensitivities.</p>	
	B5	<p>Focuses on results</p> <p>Getting my work done to the best of my ability with the resources and finances we have</p> <p>Thinking in relation to the 'Borough Plan', working well with colleagues to get good results</p> <p>Making sure I understand my objectives and what I need to do</p> <p>Working with my manager to develop skills and knowledge</p> <p>Keeping my manager informed of progress</p> <p>Looking for opportunities to move forward</p> <p>Alerting my manager when I need support</p>	