



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Night Concierge	Role Profile Number: P/A
Grade: M	Date Prepared: March 2018
Directorate/Group: Operational Services	Reporting to: Hotel Operations Leader
Structure Chart attached:	No

Job Purpose

To provide an efficient, professional night concierge service to hotel guests. To maintain a high level of security and safety within the Centre as well as providing an excellent front of house reception service.

Key Accountabilities

- Operating the reception/concierge desk and ensuring the provision of excellent concierge services including guest check in and out
- Act as Duty Manager when hotel is occupied, ensuring building is locked down when lone working takes place. Undertaking building security checks, taking any necessary remedial action as required
- Initiate and liaise with Emergency Services as required
- Setting up and down event rooms
- Cleaning event rooms
- Bar service for hotel guests
- Dealing with and successfully resolving guest and customer queries
- Dealing with and reporting any Health and Safety issues to ensure remedial action is taken
- Able to work on own and as part of a team
- To be receptive to coaching, mentoring and apply learning, as well as actively seeking learning.

Supplementary Accountabilities

- Carry out any other duties as may reasonably be requested by the Lydiard House & Parkland manager

Creativity and Innovation

- Ability to respond to a variety of working situations, resolving problems as they occur.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.None</p>
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Contacts and Relationships

- Members of the public visiting Lydiard Park and Conference Centre
- Guests using the facilities at the Conference Centre
- Members of staff employed at Lydiard Park
- Contractors providing services to the Park and Conference Centre
- Other departments within Swindon Borough Council

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Undertake regular security checks and the Conference Centre, House and surrounding area
- Ability to manoeuvre furniture and conference equipment including setting up and clearing down conference rooms to the customer’s configurations and requirements
- Lone working as single member of staff on duty in the site at night
- May be exposed to rude and aggressive behaviour from guests.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	