
Job Description

Manchester Life's vision is to set a new benchmark for residential property development in Manchester that will drive the sympathetic redevelopment of Ancoats and New Islington into vibrant and sustainable communities.

Our ambition is to inspire people with beautiful, high quality spacious homes, with superb onsite amenities including residents gym, communal club rooms, private outdoor space, private secure car parking and bicycle storage.

Our 24 hour concierge team and an in house maintenance team will ensure that residents are offered the exceptional levels of Customer service key to Manchester Life's vision.

Reporting to the Front of House Manager the concierge will provide a focused meet and greet service to all Manchester Life residents, visitors and staff which meets and exceeds our residents expectations.

Core Functions and Key Responsibilities

- Ensure that the reception desk is manned at all times, allowing for reasonable and managed absences to complete concierge duties as required.
- Establish, demonstrate and maintain an exemplary level of building and local knowledge to assist applicants and residents with their enquiries.
- Meet and greet all visitors to the building in a professional and courteous manner and assist in showing round prospective residents.
- Answer telephone and respond to enquiries in a prompt, polite and informed manner. Log calls and record any messages.
- Daily walk round inspection of all buildings and grounds. Report any building defects or security issues.
- Maintain a concierge log for excellent and consistent communication.
- Receive, log and keep safe, mail and parcel deliveries for residents.
- Ensure that the CCTV is monitored and that any security risks are identified and minimized.
- Complete training and act as part of the Fire team, and under the direction of the Front Of House Manager implement the Emergency Action Plan to ensure that emergencies are dealt with immediately minimizing serious occurrences, hazards and inconveniences to residents and staff.
- Admit and log visitors to the buildings ensuring that all the correct permits are in place.
- Provide a fully responsive concierge service for residents.
- Assist with annual safety inspections
- Issue and monitor keys, cards, and access fobs.
- Monitor use of parking spaces and bike storage
- Report any defects and health and safety issues to the Head of Building services.
- Adopt and implement procedures directed by the Head of Front of House Manager to ensure that Manchester Life developments are well managed clean and safe environments to live in.

- All concierge staff will participate in a rota shift system, which includes both day and night shifts.

This role demands exceptional levels of customer service and interpersonal skills and applicants must be able to demonstrate previous experience in a similar customer facing or hospitality role

Job Types: Full-time, Permanent