HARRY PERKINS INSTITUTE
OF MEDICAL RESEARCH

JOB DESCRIPTION- CONCIERGE

Job id:	FAC002
Job title:	Concierge
Job type:	Permanent, Maximum 37.5 Hours per week
Award/agreement:	Clerks Private Sector Award 2020 [MA000002]
Location:	Harry Perkins Institute of Medical Research Nedlands and Murdoch
Supervisor:	*General Manager Facilities [OPS006]*
Reports:	There are no direct reports for this role

Relieving duties:

Concierge relieves the Stores duties when leave is taken. Concierge is an important part of the Facilities Team offering assistance to other areas, performing necessary tasks where required to ensure service delivery and operational requirements are met.

Access and security:

- *Building RFID card with photo ID*
- *IT Systems and Office 365*

Position scope:

Concierge is the main point of contact for everyone in the Perkins buildings including staff, guests, contractors and visitors. The primary role is to manage building access, front desk communications and related administration. They are the first and last person you see when you visit Perkins or come to work. They champion Perkins values in everything they do and are a brand advocate for our vision and purpose. They promote quality service, inclusion and efficiency when communicating, monitoring and ensuring everyone is safe and following procedures.

Competencies ***(skills, knowledge and abilities)***	**Behaviors** ***(conducts themselves)***	**Goals**
Exceptional customer service skills.	Pleasant approach, with a professional and positive demeanor and always accommodating to others.	Have a positive customer satisfaction rating, evidencing customer service
The ability to communicate clearly and effectively with all types of people entering the building.	An active listener who is able to adapt communication style and provide useful information	Plans own work in consultation with Facilities Team.
Experience with solving problems quickly and effectively and assessing risk.	Be proactive at assessing situations and understand when to esculate and solve.	Identify trends and potential issues and implement effective strategies to resolve. Seeking constant feedback
Ability to manage multiple tasks and	Keep calm, approachable and pro active, under	Meet all tasks, deadlines and schedules and manage the flow of visitors and work at all

priorities including visitor traffic.	pressure and time constraints.	times whilst maintaining presence of selves and areas.
Know when to pay close attention to details such as ensuring that the building is clean and well stocked and free of risk	Thorough in their work, observant in their behavior and to pro active steps to address issues	Able to adhere to Standard Operating Procedures (SOPs), guidelines and other protocols.
The ability to interact effectively with people from diverse backgrounds	Demonstrate sensitivity to the needs and emotions of others, showing genuine concern and support. Treating everyone with respect and dignity.	Create an inclusive and welcoming environment for all
Capable of maintaining strict confidentiality and privacy for all visitors and workers.	Inclusive and value different perspectives	Follow established protocols for safeguarding, OHS and ethical conduct.
Technically sound, with ability to use various software programs and technology	Credible and proficient and pro active with staying up to date and relevant.	Provide new ideas and approaches and seek out new opportunities to improve.

Primary duties/responsibilities:

1. Develop and maintain a consistent strong knowledge of the Perkins, other tenants, and the building facilities.
2. Greet visitors (guests, contractors, and tenant staff) and arrange initial security procedures entering the building, including notifying guest arrival to building tenants (if required further to the standard visitor management process).
3. Provide a high quality, professional and valued customer service to visitors.
4. Assure that all persons entering the building are authorised to do so and be responsible for all security procedures on entrance and exits.
5. Provide routine building inductions for new occupants and ensure that all induction and work permits of all current occupants are up to date and compliant.
6. Manage all front desk communication channels and be the ‘go-to’ person for enquires, ensuring that all requests are acknowledged and resolved.
7. Complete all Daily Activity Reports, Incident Reports, Supplemental Reports, and other written documents pertinent to the day-to-day activities of the employee’s assigned tasks and responsibilities in the manner required.
8. Resolving minor administrative and operational issues as required and providing assistance and/or reporting on matters to relevant management where necessary.
9. Know the location and operation of all safety equipment, including but not limited to fire alarms, firefighting, and first aid equipment.
10. Promote a culture of respect for security and safety procedures throughout your assigned area of responsibility and be an advocate for OHS by reporting all safety hazards.
11. First point of contact and chief fire warden in case of an emergency.
12. Assist with updating and maintaining building system data related to safety, first aid, medical audits and accounts management.
13. Monitoring and maintaining the presentation of Concierge and public spaces.
14. Assist with deliveries and stores as required.
15. Assist Events Manager when required.
16. Other duties as required.

Essential skills

- Excellent communication and interpersonal skills with the ability to interact professionally and effectively with all levels across diverse groups, including academics, professional staff, students, visitors, and tradespeople
- High level of proficiency in verbal and written communication skills
- Highly developed organisational and planning skills and the ability to set priorities and meet deadlines
- Demonstrated ability to work collaboratively with a team and autonomously
- Flexible approach to duties along with the ability to work under pressure
- High levels of attention to detail
- Proficient in a range of computing skills including the Microsoft Office suite
- Prior experience as a Concierge or Front Desk representative or relevant position

Desirable skills

- Prior knowledge or experience in fire, first aid and other safety procedures or processes.
- Sound understanding of workplace health and safety guidelines and rules
- Maintain confidentiality (Or high levels of discretion)
- Excellent telephone manner
- Problem-solving skills.

Eligibility:

- Australian Citizen or eligible to lawfully work in Australia.
- Current National Police Clearance (within the last 3 months).

Experience:

- Substantial relevant administrative experience at an appropriate level.

Qualifications:

- Minimum Year 12 or equivalent

Compliance:

Perkins Values

All staff members are to adhere to the Perkins Values https://www.perkins.org.au/about-us/vision/

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the *Work Health and Safety Act 2020* (WA) and related Perkins requirements.

All staff must comply with requirements of the *Work Health and Safety Act* and all reasonable directives given in relation to health and safety at work, to ensure compliance with Perkins and Legislative health and safety requirements.

Details of the safety obligations can be accessed at https://intranet.perkins.org.au/policies/human-resources-policies/

Equity and Diversity

All staff members are required to comply with the Perkins' Code of Conduct and Equity and Diversity principles. Details of the Perkins policies on these can be accessed at https://intranet.perkins.org.au/policies/human-resources-policies/

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Document Control Sheet

Version Control	Documented Change	Date/Time	Authority
V 1.0	Initial Document Tabled	06/7/2022	Tabled by Paul Harrison
V 1.1	Steven Frost comment and suggestions for change	25/10/22	Requested by LK
V 2.0	Adding comments & design, competencies and behaviours	26/10/22	HR - LK
V 3.0	Amended ready to advertise – format and competencies	10/03/23	HR Lead - LK