


Position Description Overview	
Position Title	Concierge
Position ID Code	FAC002
Work Area, Division	Facilities Management, Operations
Reports To	Facility Manager
Direct Reports	Nil
Award	Clerks Private Sector Award

Proudly Perkins	
Our Vision	A pioneering Western Australian medical research institute improving health outcomes globally.
Our Purpose	Helping people live healthier, longer lives.
Our Values	
Respect	Respect is at the core of our organisation. We treat everyone in our diverse community with honesty, integrity and respect.
Innovation	We are a talented group of like-minded individuals at the forefront of modern medical research, using our creativity and the latest technology in our relentless quest for medical breakthroughs.
Passion	We bring a passion and commitment to every aspect of our work.
Collaboration	We recognise the power of working closely with each other and our collaborators to achieve the outstanding results for which we strive.

Diversity and Inclusion Statement
At the Perkins, we value, embrace, and celebrate the strength of our diverse experiences, thoughts, and beliefs. We are committed to a safe, equitable and inclusive culture where every person can innovate and thrive. This enables us to deliver pioneering research that improves global health outcomes.

Position Purpose
The Concierge serves as the primary point of contact for all individuals entering the Perkins buildings, including staff, tenants, visitors, contractors, and guests. The Concierge supports building security and access, manages front desk communications, completes tasks to support a safe working environment, and handles administrative tasks.

Position Outcomes and Key Goals
<ol style="list-style-type: none"> 1. Deliver exceptional customer service skills by promptly addressing inquiries and ensuring a welcoming environment for all building visitors. 2. Facilitate the safety and security of the building and its users by resolving safety and security issues and assessing related risks, using sound judgement and implementing appropriate solutions. 3. Manage visitor flow and complete assigned tasks within deadlines, ensuring smooth operations and adherence to building schedules and protocols.

Position Title	Version	Date Approved	Responsible Manager	Responsible Executive	Approved
Concierge	5	25/10/2024	Facility Manager	Chief Operations Officer	Chief People Officer 

Key Duties/Accountabilities

1. Greet visitors (staff, guests, contractors, and tenants) and facilitate initial security procedures for all persons entering and exiting the building, including notifying tenants of the arrival of their guests as required.
2. Provide routine building inductions for new occupants and ensure that all inductions of current occupants are up to date and compliant.
3. As the 'go-to' person for enquiries, manage all front desk communication channels and ensure all requests are acknowledged and resolved.
4. Accurately complete relevant documentation, including Daily Activity Reports, Incident Reports, Supplemental Reports, and other written documents pertinent to daily activities and assigned tasks and responsibilities.
5. As the Chief Fire Warden, take a lead role in building safety, maintaining awareness of the location and operation of all safety equipment, including but not limited to fire alarms, the fire panel, firefighting, and first aid equipment.
6. Promote a culture of security and safety, attending to safety hazards, advocating for work health and safety, and communicating the need for all safety hazards and incidents to be reported.
7. Assist with updating and maintaining building system data related to safety and first aid, audits, and associated accounts management.
8. Receive and pack goods and deliveries, safely lift and move boxes, and conduct plant, floor and communication room daily checks.
9. Facilitate safe, secure, and compliant building access procedures; this includes administering and monitoring approvals for security passes and providing access reports as required.
10. Monitor and maintain the professional presentation of the concierge desk, meeting rooms, and public spaces.
11. Conduct regular Audio-Visual checks in meeting rooms to ensure all infrastructure is operating as required, reporting any system issues for attention.
12. Assist Venue Coordinator when required and complete other support duties as requested by manager.

Selection Criteria – Qualifications, Licences, Skills, Knowledge, Experience

1. Excellent verbal, written, and interpersonal communications skills with the ability to interact professionally and effectively with diverse customers, including academics, professional staff, students, visitors, and tradespeople.
2. Excellent customer service skills with a positive and professional presentation.
3. Well-developed organisational and planning abilities and the ability to manage multiple priorities and meet deadlines.
4. Demonstrated ability to work both collaboratively in a team environment and independently when required.
5. Flexible approach to duties along with the ability to work under pressure.
6. High level of attention to detail.
7. Proficient in a range of computing skills including Microsoft Office.
8. Working knowledge of Work Health and Safety procedures and a willingness to learn.
9. Previous experience in a Concierge, Front Desk, or a customer facing administration role (desirable).
10. Possess a current First Aid Certificate and Satisfactory National Police Certificate.

Special Requirements

1. This position may be required to work after-hours, including afternoon and weekend shifts, rostered in advance.
2. The position acts as a Chief Fire Warden and a First Aid Officer (a current First Aid Certificate must be maintained by the incumbent).
3. This position may be required to provide relief cover for the Facilities Receptions Officer at Perkins North and Concierge staff assigned different shifts or the alternate Perkins site.
4. The incumbent must be physically fit to stand for extended lengths of time, stack, bend, pack, move and lift small to large and heavy objects using safe manual handling techniques, lifting devices, and trolleys.

Key Working Relationships

1. Facilities Management team.
2. Building tenants and stakeholders.
3. Visitors and guests to the building.
4. External service providers, including service contractors, emergency services, security, and regulatory bodies.

Work Health and Safety

1. Take reasonable care for the health and safety of self and others. This includes taking appropriate actions to avoid, eliminate or minimise hazards.
2. Act honestly and report all incidents, hazards, and injuries immediately.
3. Comply with any reasonable instruction given, or policy or procedure administered, by the Perkins that supports the Perkins to provide a safe work environment.
4. Use equipment and materials as trained and required, and according to the manufacturer's instructions.
5. Actively promote a positive safety and health culture, demonstrating attention to physical, mental, emotional, cultural and psychological safety.

Professional Development

1. Accept responsibility for updating knowledge and skills related to professional practice.
2. Actively participate in performance feedback, reflecting on own performance and growth opportunities.
3. Contribute to the creation of development and performance goals.