

Casual Concierge

Where Manchester meets the world...

Manchester Central is an award-winning, globally renowned venue in the heart of one of the world's most vibrant cities. This iconic convention centre offers world class flexibility and state-of-the-art facilities that provide a dynamic venue for some of the world's leading conferences, exhibitions and events.

It is fundamental to our continued business growth that we have a compelling people strategy to help us realise our challenging company goals. This role will play an important part in sustaining our continued business growth.

Casual Concierge

Manchester Central is pleased to announce that it is expanding its team of Casual Concierge staff.

Your duties and responsibilities will include but are not limited to:

- Meeting and greeting visitors to Manchester Central ensuring all are welcomed in a friendly and professional manner
- Providing a comprehensive information service to the venue's diverse customer base.

The ideal candidate will have:

- Previous customer service experience
- A background in a concierge or equivalent role, preferably within the events or hospitality industry.
- An in-depth knowledge of Manchester as a tourist destination
- The ability to form and develop relationships with local businesses.

You must:

- Be passionate, pro-active, and committed to delivering high standards with the enthusiasm and drive to succeed in a fast moving and challenging environment.

This role is being advertised on a contract for services basis with hours being offered in line with business needs.

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Casual Concierge

ROP: £9.50 per hour

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 23 September 2021 (5PM) We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

JOB DESCRIPTION

Casual Concierge

SALARY	£9.50 per hour
HOURS	Hours available are dictated by the events
WORKING PATTERN	Monday – Sunday, evenings, weekends, and Bank Holidays where required
LOCATION AND BUSINESS AREA	Manchester Central – Event Management Team
AIM OF THE ROLE:	To welcome visitors to Manchester Central, supporting them by providing an information service for the venue and local Manchester area, building visitor profiles based on past needs and pre-empting future needs, in order to encourage visitors to return.
DIRECTLY RESPONSIBLE TO:	Event Manager
DIRECTLY RESPONSIBLE FOR:	N/A

MAIN AREAS OF RESPONSIBILITY

You'll be responsible for:

- Proactively greeting visitors in a friendly, polite and courteous manner, seeking opportunities to assist in order to ensure that all visitors enjoy a positive experience.
- Proactively provide advice, directions and relevant information as necessary based on knowledge of events within Manchester Central and local Manchester area, to ensure that all visitors are welcomed and supported.
- Be familiar with our network of preferred restaurants, hotels, museums etc., proactively monitoring feedback and reviews
- Making bookings and reservations for e.g. taxis on behalf of visitors as required, and complete administrative duties as required.
- Handle visitor complaints, escalating to the appropriate manager where necessary, while retaining ownership and liaising with the complainant until a suitable conclusion has been reached.
- Supporting security and evacuation processes, by clearly communicating procedures and issuing passes in line with agreed processes, to support the safety of all visitors and staff on site.
- Supporting Health and Safety processes, ensuring that any issues are reported as appropriate, including any Maintenance issues.
- Working closely with Event Managers to fulfil any pre-event Concierge services that clients may have prior to arrival, and assist internal customers (i.e. colleagues) with ad-hoc support requests.
- Proactively seeking feedback and make recommendations to the Event Managers where necessary in order to continually improve the Concierge service.
- Actively promoting the services available at the business centre, providing cover as required.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

Expert & specialist. We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

Flexible. We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

Positive and energetic. There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

Ready to grow. Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.

If people move on from working with us, they'll always have improved their skills and experience along the way.

Committed. Our people show huge levels of commitment for our customers and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education and Qualifications	Essential	Desirable
N/A		
Experience		
Customer services or customer facing role	✓	
Experience as a Concierge or Receptionist		✓
Telephone system		✓
Visitor system such as Sky Visitor		✓
Knowledge		
Current and detailed awareness of the venue and surrounding area	✓	
Basic knowledge of Microsoft Office, including Outlook, Word and Excel		✓
Skills		
Communication	✓	
Customer Service	✓	
Planning and prioritisation	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team.	✓	
Passion for delivering excellent levels of customer service	✓	
Enthusiasm and drive to succeed	✓	