

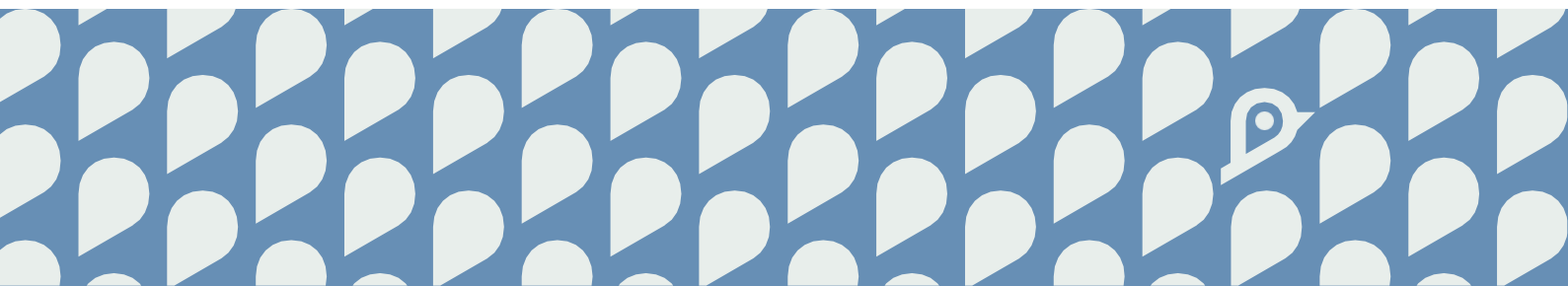
Concierge Receptionist

Job Description

Job Title: <ul style="list-style-type: none">• Concierge Receptionist	Division: <ul style="list-style-type: none">• Customer Services.	Location: <ul style="list-style-type: none">• Plaistow Hub, Newham
Contract Type: Permanent	Hours and Working Pattern: <ul style="list-style-type: none">• Monday to Friday• 08:30 to 17:00	Salary: <ul style="list-style-type: none">• Up to £25,000 per annum dependent upon qualifications and experience
Responsible for: <ul style="list-style-type: none">• N/A	Reports to: <ul style="list-style-type: none">• BTR Manager	

About us

- We're Populo Living, Newham's housing company. Together with our sole shareholder Newham Council, we are focused on the need to deliver for Newham's people.
- Our profits are recycled back into delivering even more high-quality homes for people who want to make Newham home. Our long-term commitment means that our exceptional customer service and commitment to our tenants is here to stay.
- We build great homes for rent and shared ownership, while our subsidiary company Populo Homes provides affordable homes for social rent in Newham.
- We are a customer centric team, focused on delivering our homes for our residents to enjoy excellent standards of design and attention to detail. We build new communities and strengthen existing ones. We also manage all our developments ourselves, providing caring customer service that makes a real difference to our tenant's everyday lives.





Job Overview

- As a Concierge Receptionist, you will be the first point of contact for guests and visitors. Your role is crucial in creating a positive and welcoming experience. You'll handle various tasks related to resident services, administrative duties, and ensuring a seamless operation at the front desk.
- You'll primarily work at the front desk of our Plaistow Hub and should expect a dynamic and fast-paced environment, interacting with a diverse range of people, including residents, contractors and colleagues.

Welcoming Guests

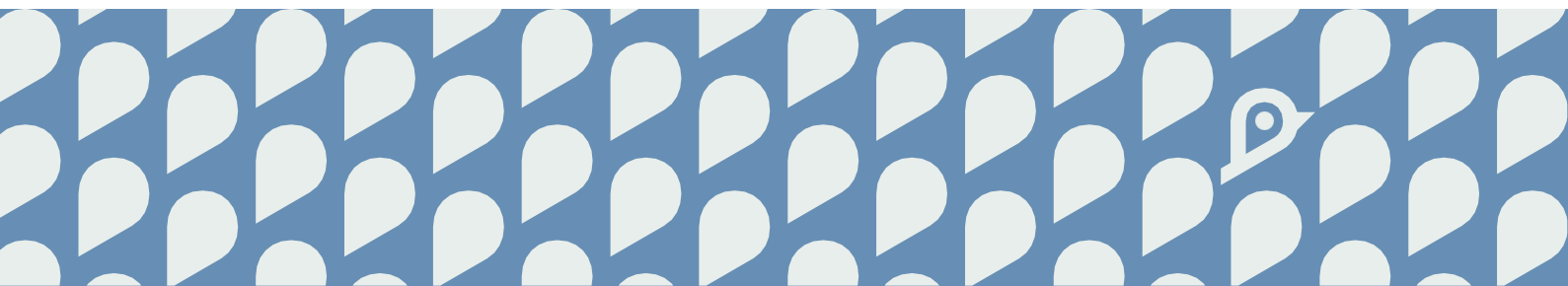
- Greet visitors with warmth and professionalism, respond to requests for help and information and ensure all guests have a positive experience.
- Support the Build to Rent Manager to address any queries and concerns promptly.

Communication

- Answer incoming phone calls promptly.
- Take messages and deliver them promptly.
- Assist prospective customers with enquiries.
- Be an active link between residents and services.

Administrative Tasks

- Complete administrative duties such as scanning and photocopying.
- Maintain organized CRM records.
- Handle mail and package deliveries.
- Issue keys and keep accurate key management records.
- Assist with concierge services (e.g. parcel management, contractor access, resident access to the Hub community space).





Qualifications

- Previous experience as a receptionist or concierge is beneficial.
- Excellent communication skills.
- Professional demeanor and customer-oriented attitude.
- Ability to multitask and handle various responsibilities.
- Familiarity with administrative tasks and office equipment.

To apply

If you are interested in being considered for this role please email a CV to Kelly Beech kelly.beech@populoliving.co.uk by **5pm Wednesday 1st May 2024**.

