



## Concierge - Edmunds House Job Description

<b>Job Title</b>	Concierge
<b>Location</b>	Edmunds House Colonial Drive, London, W4 1HE
<b>Reports to</b>	Scott Honeyman-Baker, Building Manager, Remus, Managing Agents
<b>Hours</b>	4 days on, 4 days off 7am - 7pm

### **Purpose & Scope of Post**

Take responsibility for all aspects of the smooth running of the Estate on a day to day basis  
Act as a focal point for effective communication between residents and the Building Manager  
Provide support to residents  
Take pride in presenting Edmunds House as a friendly, well maintained place to live

### **Daily Duties**

- Meet and greet residents and visitors
- Discuss estate management issues with residents
- Accept deliveries on behalf of residents (place card in relevant letterbox if parcel not collected after two days)
- Maintain a detailed day book to keep colleague up to date on any issues and information
- Sign Contractors in and out of site in Contractor Log Book
- Supervise all contractors and ensure services are undertaken to a high standard e.g. cleaners, gardeners, window cleaners and tradesmen
- Monitor delivery of services by cleaners etc and highlight any shortfalls to contractors as required. Forward comments to Building Manager for follow up as necessary
- Inspect the Estate (all corridors and lift lobbies Block A, Exterior of Block B, driveway, children's play area, walkway behind buildings) on a daily basis, noting any repairs and other issues. This includes checking the plant equipment room daily to ensure there are no problems.
- Test and/or check all internal communal area and external lighting and replace bulbs or report to the Building Manager as required
- Report any estate management issues to Building Manager by phone/email as required, highlighting any urgent issues
- Keep a record of outstanding issues and follow up as needed with Building Manager
- Inspect all public areas of the Estate (driveway, children's play area, walkway behind buildings) collecting any litter and ensuring all areas are clean and tidy and free of obstructions
- Physically check all relevant doors and windows to ensure the security of the development is maintained
- Tidy bin store and place items in bins as required
- When necessary, sweep bin stores, area outside main entrance and car park.
- Ensure the reception area is clean and tidy
- Wipe down reception desk, entrance door glass, door furniture, etc on a daily basis
- Connect watering system and water main garden beds on a daily basis during summer and as required during other periods of hot/dry weather
- Ensure that all garage doors are kept closed when not in use
- During the winter, spread salt on footpaths and area outside Reception as required

### **Weekly Duties**

- Meet every **two [three?]** weeks with Building Manager to discuss any issues and progress on any Estate projects



- Test fire alarm system and confirm it is operating correctly
- Maintain a stock of sundries (lightbulbs, soap, cleaning materials, stationery, etc) in the store room, reorder as necessary

**As required**

- In the event of an incident, view CCTV footage and provide copies to any relevant parties