



Appointment of  
**Concierge**

Part time, year round  
Information for Applicants



# About The Role

As a member of the School's concierge team, you will be responsible for always providing exceptional customer service to all our visitors as they arrive and depart site being the first and last person people see each time they visit Allyn's. In essence, you are the face of the School and should always exude our values. You should be an excellent communicator, have a proactive attitude and the ability to multi-task effectively.

The Concierge may also be required to conduct the duties of the Security Guard during periods of cover or absence. We anticipate the split of role to be 75% Concierge, and 25% Security Guard.

## Main Responsibilities:

- Greet and welcome students, staff, and visitors in a warm and professional manner.
- Monitor access to the premises and enforce security procedures, ensuring the safety of all individuals.
- Respond promptly to security-related incidents, including medical emergencies, accidents, or unauthorised access.
- Provide information and answer inquiries about school services, facilities, events, and policies.
- Implement and enforce visitor management protocols, including verifying identification and issuing visitor passes.
- Coordinate postal deliveries, ensuring timely notification to recipients or delivery by the porter team, maintaining a tidy post room.
- Handle and resolve complaints (where possible), concerns, and conflicts in a courteous and efficient manner or refer them to the necessary staff member where required.
- Ensure The Lodge is clean, well presented, and professional.
- Report estate maintenance or security issues in a timely manner via appropriate channels.
- Conduct duties of the Security Guard role in periods of absence or cover.
- Reviewing the school and enterprise diaries to ensure timely and accurate information about event locations and timings are provided to visitors.
- Monitor security cameras and alarm systems, reporting any suspicious activities or breaches to the Security Manager.
- Act as a Fire Marshal for the School, receiving full training in the operation of the fire panel and dealing with emergency services.
- Support the Events & Admissions departments for special events, ensuring all guests receive
- an excellent welcome.
- Liaise with the Head's PA, Director of Development & Alumni Relations and other senior managers for VIP visitors and important guests, including parking requirements.
- Assist with special projects and other duties as assigned.
- Maintain an active interest in the School calendar and key personnel to ensure a knowledgeable and personal service is given to all, going the 'extra mile' where required.
- Stay informed about current security trends, technologies, and best practices, and make recommendations for improvement.
- Collaborate with security personnel or law enforcement agencies during emergencies or incidents.



## General:

- Be aware of the School's Health & Safety Policy;
- In conjunction with all staff of the School, support, promote and act within the School's policies and practices about Data Protection;
- Promote the School's eco-agenda and ensure all work is carried out with a view to reducing waste and protecting our environment;
- In conjunction with all staff of the School, support, promote and act within the School's Safeguarding Policy.

Any additional duties, as directed by the Security Manager, which are within the reasonable capability and responsibility of the Concierge.

## Line Management:

The Concierge is supervised on a day to day basis by the Security Manager and is ultimately responsible to the Chief Operating Officer.

Our Values (the Alleyn's ROCCK!)

Respect

Opportunity

Curiosity

Courage

Kindness

# Person Specification

Applications are invited from enthusiastic individuals who are friendly, empathetic and diplomatic. Applicants should demonstrate excellent communication skills, with the ability to work flexibly in order to meet the needs of the school. The table below sets out the requirements for the role.

<b>Education</b>	A good secondary school level education.
<b>Experience</b>	Experience working in a similar capacity is desirable. Applicants should have or be willing to work towards their SIA licence. Ideally candidates will have experience of working in a school or experience of working with children.
<b>ICT</b>	Basic knowledge of ICT - can use e-mail and internet browser, basic functions on Word.
<b>CPD</b>	Willingness to learn new skills and develop.
<b>Managing Relationships</b>	Ability to assist and work well with colleagues. The successful applicant will enjoy being part of a team. Inevitably certain times of the academic year are pressured in the pattern of workload and it is important that the post holder is reliable and maintains a positive attitude.
<b>1:1 Oral Communication Skills</b>	Ability to communicate professionally in spoken English.
<b>Group Oral Communication Skills</b>	Ability to communicate professionally to a group of people.
<b>Written Communication Skills</b>	Ability to draft e-mails, letters etc to a professional standard.
<b>Organisational Skills</b>	Ability to follow general instructions (working closely with a manager/supervisor) and able to organise prioritise work on a day-to-day basis.
<b>Time keeping &amp; Flexibility</b>	Ability to be punctual and reliable, and occasionally adapt working hours to suit the needs of the school.
<b>Attention to detail</b>	Good attention to detail, able to verify work is completed to the required standard.
<b>Enthusiasm/Motivation</b>	Enthusiastic and self-motivated, actively seeking to further the school's best interests.
<b>Awareness of whole-School Activity</b>	Awareness of activities taking place both within the Department and school wide.
<b>Confidentiality &amp; Discretion</b>	An awareness that the role holders position regularly gives them access to information which cannot be shared externally or internally and an understanding of the importance of safeguarding data.
<b>Analytical/Judgement skills</b>	Ability to analyse data or use own judgement to determine the correct course of action.
<b>Problem Solving Skills</b>	Ability to solve problems that may significantly impact on others.



# Working at Alleyn's

## Terms and Conditions

The job is available on a part-time basis, all year round with four weeks holiday per year in addition to bank holidays (or time off in lieu) and a Christmas closure period, rising to 5 weeks after 5 years' service. The successful applicant will be expected to work a full day on Founder's Day, one Saturday per year in late June or early July.

We are looking for two Concierge to join the team. One shift will be 20 hours a week Monday to Friday from 6pm to 10pm, and the salary will be £15,120 per annum (FTE of £28,350), which will be paid over 12 monthly instalments.

The other shift will be 23 hours on Saturday and Sunday from 8am to 8pm, excluding a 30-minute break for lunch each day. The salary for this weekend shift will be £17,388 per annum (FTE of £28,350), and will be paid over 12 monthly instalments.

The school offers additional benefits to its staff, including the use of the School swimming pool and gym, subsidised yoga and Pilates classes, a holiday purchase scheme, access to the library, free tickets to School performances, and the opportunity to join one of two private healthcare plans. Staff also enjoy discounts with local businesses and may use holiday sports camps for the children of staff at a preferential rate.

Members of staff who have children attending Alleyn's Junior and Senior Schools will benefit from 25% fee remission, which, subject to means testing, may increase to a maximum of 85%. This is a non-taxable benefit, and any means-tested element is reviewed annually. Staff children must meet the same admissions criteria as all pupils at Alleyn's. There is also some fee remission available in respect of staff children attending Dulwich College and James Allen's Girls' School, though the terms and conditions are different and it is taxable benefit.

The role holder will have access to, and may be automatically enrolled into, the School's Group Personal Pension Plan. This plan may involve contributions being made via salary sacrifice based on matching 5% contributions from the employer and employee and is currently run through Legal & General.

The post is permanent following successful completion of a six-month probationary period.

On completion of the required recruitment checks, the post would be available to the successful candidate with immediate effect or at the completion of their due term of notice.

## Commitment to Safeguarding

We are fully committed to providing a safe environment for children, staff and visitors.

We promote a climate where anyone in the community can freely share their concerns about themselves, or others, in terms of individual safety and well-being.

We protect the interests of the children at Alleyn's through awareness among all members of staff of the kinds of issues of abuse, maltreatment and neglect that would impair a pupil's health or development.

In this way, Alleyn's supports its pupils' development by fostering security, confidence and independence.

We provide an environment in which children and young people feel safe, secure, valued and respected, and know how to approach adults if they or those whom they know are in difficulties, with the assurance that they will be listened to.

Everyone in the staff community at Alleyn's takes responsibility for safeguarding, and we always aim to act in the best interests of the child.



# Arrangements for the Appointment

## Applications

The application form can be downloaded from our website, [www.alleyns.org.uk/jobs](http://www.alleyns.org.uk/jobs).

Candidates should complete all sections of the form and submit it together with a completed Equal Opportunities Monitoring Form, full CV and covering letter.

Please address your covering letter to the Chief Operating Officer, Guy Collins-Down, **explaining in your letter why you are interested in this particular position at Alleyn's and why you think it would suit you at this time in your career.**

All documents should be emailed to [jobs@alleyns.org.uk](mailto:jobs@alleyns.org.uk).

Alternatively, they can be posted to:

HR Department, Alleyn's School, Townley Road, London SE22 8SU.

**The deadline for applications is 9am on Monday 30 October 2023.**

If you have any questions you are very welcome to contact the Recruitment Manager, Karolina Walicka, by email at [jobs@alleyns.org.uk](mailto:jobs@alleyns.org.uk) or by phone on 020 8613 5016.

## Interviews and Appointment

Interviews will be conducted at the School. This will consist of interviews with relevant colleagues including the COO and Security Manager. There will also be an opportunity to meet with other relevant staff. Please note that references may be taken up before the interviews. If you would prefer to be contacted first please state this.

## Safeguarding Checks

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced DBS check.

## Equal Opportunities

As an Equal Opportunities employer we welcome applications from all applicants who meet the requirements for the position. However we are especially keen to receive applications from those in minority groups for which the School is currently underrepresented. We celebrate diversity and thrive on the benefits it brings.



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