

**EDUCATION
FOR
INDUSTRY
GROUP**

JOB DESCRIPTION PACK 2024

CONCIERGE



JOB AT THE EFI





Job Title:	Concierge
Division:	Education for Industry Group
Level:	Officer
Accountable to:	Concierge Co-Ordinator
Key relationships:	Student Services Team, Curriculum and Delivery Teams, Facilities Team, QAE Team Support Administration & other support services teams
Grade:	Officer Grade
Hours:	Full-Time Permanent
Location	Education for Industry Group (EFI): Fashion Retail Academy (FRA) Electra House - London, EC2M 6SE and London College of Beauty Therapy (LCBT) Ramillies House - London, W1F 7LN

About Education for Industry Group (EFI)

Education for Industry Group (EFI) is a charity that specialises in the creation and operation of industry-led specialist education & training, and its full ecosystem to deliver highly-skilled, job-ready graduates to the sectors it serves. With a mission to transform lives, careers and industry through the creation and delivery of specialist education and training.

Our brands are united by a common goal to create and deliver outstanding vocational and academic education in partnership with industry, each division operates independently while accessing centralised functions across Marketing, Finance, Operations and Student Services.

Our current brands include:

	Born out of the industry in 2005 we are an Ofsted Outstanding specialist industry-led college that forecasts and meets the talent pipeline needs of fashion and retail industry.
	Created in 1997 and acquired by EFI Group in 2024, we are an Ofsted Good specialist college that meets the talent need of the beauty industry.
	Specialist workforce development training provider offering customisable in-service training and development including Apprenticeships. Ofsted Outstanding.
	Founded in 2019 we are End Point Assessment and qualification development specialists.

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Education For Industry was established in 2024 with a clear-cut objective: to reshape lives, careers, and industries through specialised educational training. Our belief is rooted in the notion that industry-specific education fosters seamless connections between individuals and businesses, driving efficiency like no other.

With a proud alumni network exceeding 20,000 graduates across various sectors including fashion, retail, beauty, and hairdressing, we've been instrumental in nurturing top-tier talent. Our partnerships with esteemed brands ensure that our curriculum is enriched with real-world industry insights, enhancing the learning experience.

At Education for Industry, we are staunch advocates of inclusive education, firmly believing that everyone deserves access to opportunities, irrespective of background or circumstances. We are committed to breaking down barriers, promoting equality, and ensuring fair access for all students. Our core mission revolves around enhancing student engagement, retention, and progression, driving us forward with unwavering dedication.

About the role

The Concierge Officer plays a crucial role in ensuring a seamless day-to-day experience at EFI Group for students, staff, and visitors. Acting as the first point of contact, you'll embody the ethos of EFI Group while juggling student queries, managing logistics, and ensuring a smooth visitor flow. With a focus on enhancing student and visitor experiences, you'll provide access to support, facilitate interactions across the building, and help deliver an outstanding environment where our community thrives.

This dynamic role requires excellent organisation, attention to detail, administrative proficiency, and a personable approach to create a welcoming, efficient atmosphere.

You will be professional, friendly, and adaptable, you'll resonate with the ethos and values of the EFI Group community. You will be a team player with strong decision-making skills, capable of achieving successful outcomes while maintaining a dependable and approachable attitude. Above all, you'll bring positivity, proactivity, and a genuine desire to enhance customer service and support the day-to-day operations of our thriving Group.

Key Responsibilities

Create the go to service for our students and staff:

- be an outstanding first point of contact for student and staff queries, acting as a conduit in the booking of rooms, appointments, meetings, and appropriate signposting;
- liaise with others in the student services and delivery teams to ensure the best possible student experience, including running a service with understanding of our student's needs, planning for peak times, and creating a space and service that welcomes them into the ethos of the EFI both physically and holistically;
- use, where required, a list of known student medical needs and responses, the first aid rota, and the defibrillator oversight;
- be part of a "go to" team who enjoy engaging with our students and staff, getting to know them as individuals, and problem solving for and with them

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Create the go to service for our visitors:

- determine whether they should have access to Electra House (FRA site);
- ensure visitors are signed in on arrival to the school and issued with the relevant visitor's badge and visitor information guide;
- ensure visitors and contractors are passed over to a member of staff and accompanied as necessary
- ensure visitors leaving the premises return their badge;
- ensure accurate registers are kept for specific events and that all visitors to the site can be accounted for in the event of an emergency or evacuation

Create the go to service to support smooth operations:

- act as the first point of contact for deliveries, couriers, and contractors to the site
- remain vigilant at all times, ensuring that anyone who is not recognised or authorised to visit is politely challenged as to why they are within the site, escorting unauthorised visitors off-site.
- help direct guests during planned events providing a safe environment
- provide an efficient handover between shifts and effective communication of events and issues to the team and wider EFI community
- remain at the main reception for the vast majority of time to maintain site security/greet arrivals.

In line with all staff

- To act in the interests of the EFI at all times
- To support the delivery of the EFI's strategy as it relates to this post
- To perform any other duties consistent with this position as may from time to time be assigned to you by the CEO and Principal or its designate, or as may reasonably be required anywhere within the EFI
- To be committed to your own development through the effective use of the EFI's performance review and staff development processes
- To work collaboratively with the wider business and support the work of the curriculum delivery, professional services and support functions teams as may reasonably be required in the delivery of the EFI's strategic plans
- **Safeguarding.** Comply at all times with the EFI's safeguarding policy and play an active role in maintaining and promoting students' safety, security and well-being in their learning environment
- **Equality and diversity.** To be committed, adhere to and promote the EFI's Equality and Diversity policy at all times
- **Health and Safety.** Comply with and raise awareness of health and safety in line with FRA policy and procedures
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all EFI's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with the GDPR

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Person Specification

Criteria	Essential
Qualifications	<ul style="list-style-type: none"> ▪ Good general level of education with Grade C or equivalent in English ▪ First Aid certificate (or willingness to train)
Knowledge	<ul style="list-style-type: none"> ▪ Good oral and verbal communication skills ▪ Well organised and able to prioritise own work to meet deadlines. ▪ Able to use own initiative and work as part of a team. ▪ Commitment to high standards ▪ Be security conscious at all times.
Experience	<ul style="list-style-type: none"> ▪ Experience of working within a school/college or customer centric environment ▪ Experience of working with young people
Skills	<ul style="list-style-type: none"> ▪ Strong organisation and time-management skills needed for prioritising and balancing a busy and varied workload ▪ Ability to role model appropriate and aspirational behaviours for students ▪ Proficient IT Skills including Microsoft 365
Personal Characteristics	<ul style="list-style-type: none"> ▪ Positive outlook and approach ▪ Natural collaborator and team player ▪ Adaptable and a confident approach to meet the challenges of a fast-paced environment ▪ Proactive, flexible – doing what needs to be done and prioritising EFI needs ▪ Commitment to own professional development ▪ Commitment to practicing and modelling the EFI Group values

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HOME OF FASHION'S NEXT GENERATION



OUR VISION

At Education for Industry, our goal is to become the world's most coveted home of fashion and retail education and training.

OUR MISSION

It's our mission to pioneer innovative education and training experiences with industry that create and enhance careers, nurturing the next generation of retail talent.

OUR VALUES

Collective courage for a successful future:

Customer centric: *"If it matters to our students, it matters to us"*

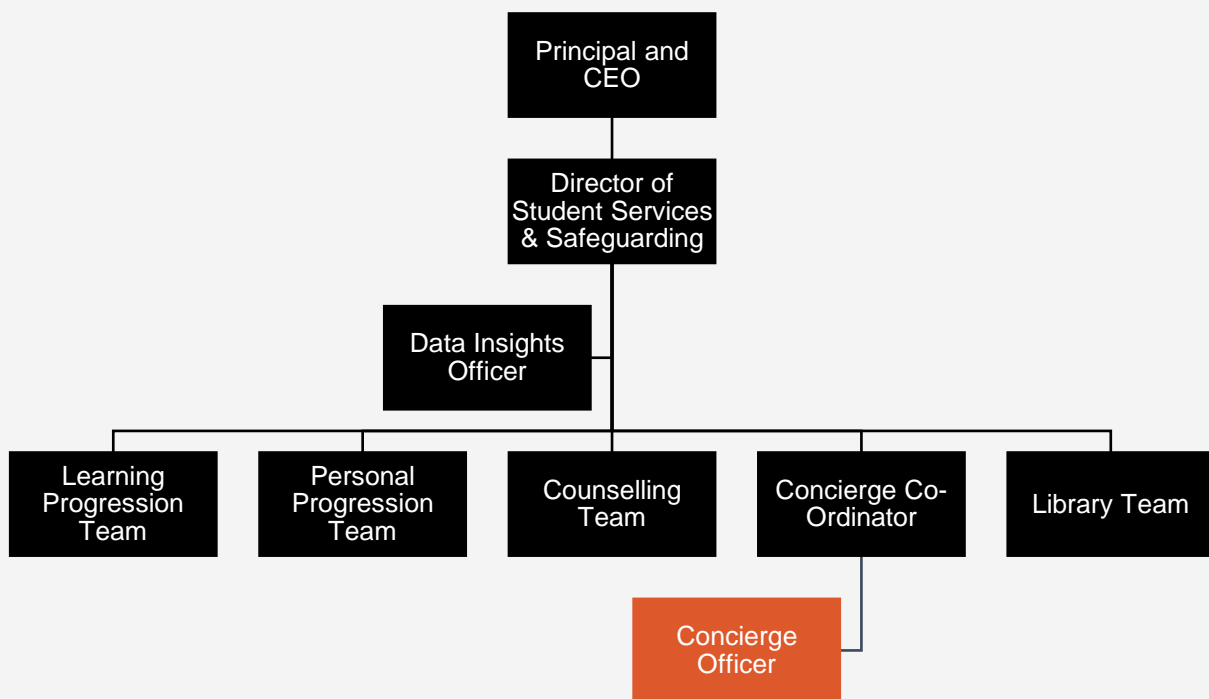
Authentic action: *"We're authentic in our actions, words and interactions"*

Resilient: *"Integrity in our actions to relentlessly strive for what we are about"*

Enthusiastic: *"If it matters to you, make it matter to others"*



Team Structure



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EFI Reward & Recognition Programme

We offer a market-leading benefits programme that offers something for everyone!

Health & Wellbeing

- A customisable monthly wellbeing allowance aimed to support your healthy lifestyle, whatever that may be!
- Funded counselling and/or CBT provided by Bupa.
- Highly competitive sick pay to support you in a time of need.
- **Cycle to work scheme** – save at least 25% on a new bike and fitness accessories.
- Annual flu vaccination programme

Work-life Balance

- Incredibly generous holiday allowances.
- Plus, days off for Birthday leave, Celebration leave and... an additional 2 weeks off and an Around the World ticket every 5 years!
- Enhanced family leave pay, including 6 months fully paid maternity, adoption and shared parental leave!
- Amazing flexible working opportunities, including hybrid working, flexi hours, a sabbatical scheme, and the ability to be able to request formal flexible working from day 1.

EFI Culture

- Vibrant and inclusive environment with regular socials including all staff parties, team nights out, and more casual affairs such as our monthly Thirsty Thursdays ☺
- Employee led staff recognition awards.
- Modern facilities including delicious food and beverage provision.

Financial Health

- An enhanced pension scheme provided by Prudential (on the successful completion of probation): employee contributions matched by employer up to 5%.
- Automatic enrolment workplace pension provided by People's Pension (available from day 1): 5% employee contributions and 3% employer contributions.
- Financial and legal advice through our top end Employee Assistance Programme.
- Refer a friend scheme and pocket £500!
- **Techscheme** allowing you to spread the cost of the latest tech over 12 months, plus NI savings.
- Interest-free travel season ticket loans.
- Local area discounts and offers including corporate rates for local gyms, discounted restaurants, and bars.

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Personal Growth

- Personal learning & development allowance to empower you to take ownership of your professional journey.
- Financial support and mentoring towards professional qualifications.
- A wide range of in-house and external training, CPD, teacher training and teaching practice development.
- Free access to LinkedIn Learning for personalised learning, virtually everywhere anytime.
- Reimbursement for annual professional membership fees relevant to your role.

Social Impact

- EFI fundraising contributions – if it matters to you, it matters to us. We match sponsorships up to £1000!
- 2 paid charity volunteer days per year.
- Payroll charitable giving.

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More Information/Contact us

To arrange an appointment for an informal discussion about the role and our organisation please email recruitment@efigroup.ac.uk

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