

Role: Concierge

Reporting to: Head of Building Safety – UK (temporary until site reallocation)

Site: Leeds City Centre

OVERVIEW

LIV is a leading build to rent and residential block management company, delivering services nationwide. We currently manage tens of thousands of apartments in the UK and are involved in numerous schemes at different stages of development. Our clients include major developers and global investment funds and we also represent thousands of leaseholders nationwide.

The diversity of our client base calls for an integrated team approach and our experts strive to deliver value to our clients through clear, innovative thinking and timely solutions. We are also firm believers that you create your own success! As an entrepreneurial business we recognise and promote individuals who show potential to commit and grow with the business.

LIV is part of Cortland, who wish to develop 10,000 BTR units in the UK over the next 5-7 years commencing with our first 486-unit BTR residential development in Watford and the second, a 300-unit scheme in Woking, both of which will start construction in the next 12 months.

As Concierge, you will report to one of our Leeds Head Office Property Managers; however, you will be based on site at all times.

WORKING HOURS

- Friday 7am to 3pm
- Saturday 7am to 12am
- Sunday 7am to 12am

ROLE OVERVIEW

The Concierge role will be supported by the Site Services Supervisor, both under the direction of the Senior Property Manager to offer exceptional service to leaseholders/residents that live on this development.

Your responsibilities include but are not limited to:

Key Duties:

- To proactively work on a site level delivering a best in class service for our residents, ensuring a warm welcoming environment for residents and all visitors.
- Ensure that the Group's Health and Safety Policy is adhered to in respect of the Company's responsibilities.
- Ensure that risk assessments, health and safety checks and routine testing requirements are completed ensuring concerns are acted upon and completed within the given timeframe.
- To ensure that all contractors employed complete jobs to a satisfactory manner and standards within specific timescales.
- Assist residents with daily tasks such as deliveries, access and issuing of key fobs.
- Complete regular patrols of the development.

Other Duties In The Role:

- Exercise judgment on a daily basis in respect of maintenance requirements.
- Provide first class customer service to our resident, clients and other stakeholders.
- Escalating any service or performance issues for immediate rectification.
- Working with and supporting the LIV block teams on tasks.
- To ensure all soft services are carried out in accordance with the Service Level Agreements.
- Attend relevant seminars, courses and workshops as requested.

YOUR BUILDING BLOCKS OF SUCCESS

Knowledge and Experience:

- Proactive and dynamic taking ownership of all of core duties.
- Accuracy and attention to detail.
- Similar role experience is beneficial, but not essential.
- Previous experience with constructively working with third party suppliers.
- Block Management experience is beneficial but not essential.

Skills:

- Strong interpersonal skills.
- Ability to organize and manage multiple priorities without immediate supervision.
- Ability to use the office package (word, excel, outlook).
- Ability to multi-task and prioritise daily tasks to meet deadlines timely.

Style:

- Attention to detail.
- Ability to approach problems both logically and creatively thinking outside the box.

THE LIV DIFFERENCE

At LIV we understand that client service delivery and a focus on the resident experience sits at the heart of what we do. We put our customers and our residents first and enjoy the part we play in building vibrant, new communities.

We have worked extensively on large residential developments throughout the UK which has allowed us to develop specific experience and expertise in all the key areas that are relevant to successful management delivery. We are very fortunate to have a talented team and it is their combined experience which ensures we are at the forefront of the industry today.

Many of our competitors *talk* about what services they provide but we believe what makes us different is that we have been delivering these promises now for several years, at sites across the country.

With LIV's plans of further expansion, we would be delighted to see whether you believe you are the right person to continue this exciting journey with us.

LIV is an equal opportunities employer.

Whitehall Waterfront, 2 Riverside Way, Leeds LS1 4EH
Tel 0113 244 2444 Email talktous@liv-group.co.uk
Web liv-group.co.uk

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