

Job Description: Concierge/Security

Location: Welbeck, Cambridge

Corporate Function: Facilities

Reporting to: Facilities Manager

Contract: Full-time, Permanent

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare - combining calm, confidence, and clinical credibility in environments designed around people, not process.

Welbeck Cambridge is our state-of-the-art centre serving the Cambridgeshire area, delivering outpatient diagnostics, procedures and day-case interventions across specialties including ENT, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology and Gastroenterology. It forms part of the wider Welbeck Health Partners network, including our flagship centre at 1 Welbeck Street, London.

The Role: Concierge/Security

At Welbeck Cambridge offering the very best guest experience is at the top of our agenda. The Concierge will be stationed at the main entrance and be the first Welbeck team member our guests and visitors will meet. The concierge will greet, direct and escort guests to where they need to be. Always approachable, polite and professional giving the very best first impression and guest experience. The concierge will also be SIA qualified and as such will respond to support staff with any security related issues.

Key Responsibilities

- Provide Support to guests on arrival checking them in where appropriate
- Direct guests and visitors to the right area of the hospital
- Maintain a security presence and respond when called for.
- Routinely check refreshments stations are clean and well stocked
- Ensure the centre is presented in the best light supporting a first-class guest experience.

About You

You're reliable, conscientious, and take pride in your work. You understand the importance of flexible approach to work to support the provision of a first-class service. It is important you can use your own

initiative in your sphere of reasonability and don't need wait to act. You should be a good communicator and able to work front of house with patients/guests. You will also be SIA qualified and able to deal with a range of security issues including people problems in a calm and professional manner.

You'll also bring:

- A positive, can-do attitude and attention to detail
- Willingness to work flexibly across various shift patterns including evenings and weekends
- Willingness to undertake training, including infection control and health & safety
- An understanding of confidentiality and patient dignity
- SIA qualification

Why Welbeck

- **Autonomy & Influence:**-A leadership community that trusts your expertise to drive excellence and growth.
- **Purpose-Driven Culture:** A values-led environment where world-class clinical care and operational performance go hand in hand.
- **Growth & Impact:** Be part of a network defining best practice in day-case healthcare and delivering experiences patients genuinely remember.

Infection Prevention and Control

All Welbeck employees have a duty to co-operate with and implement Business policies and procedures in preventing and controlling infection, in line with the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff to work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Confidentiality

Maintain confidentiality of personal data held for colleagues and guests, processed lawfully and in accordance with the Data Protection Act (as amended) and the responsibilities of the Welbeck Caldicott Guardian.

Health and Safety at Work

You are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended), including the duty to take reasonable care of yourself and others, and to report incidents promptly using the Business incident reporting system.

Risk

Accept personal responsibility for contributing to the management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others or the Business.

Equality and Diversity

The Business is committed to equal opportunities in employment and to eliminating all forms of unlawful discrimination, promoting equality of opportunity and good relations between staff and guests.

Disclosure and Barring Service (DBS)

If the post requires a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.