JOB DESCRIPTION

Job Title: Concierge

Location: Welbeck Oxford, Jordan Hill Business Park, OX2 8EJ

Reporting to: Facilities Manager

About Welbeck:

Welbeck Oxford was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the Oxfordshire area.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology, and Gastroenterology.

Welbeck Oxford forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at 1 Welbeck Street, London. Additional centres are also planned both nationally and internationally.

Controls Assurance Statement:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and centre to achieve the Welbeck Values in their day-to-day work. These are:

- **Collaboration, Harnessing strength in difference**
- **Ambition, Seeing beyond the now**
- **Kindness, Supporting others**
- **Empowerment, Unleashing potential**

Job Summary:

The Concierge provides a visible, professional and reassuring front-of-house presence at Welbeck Oxford, ensuring that patients, guests, consultants, visitors and colleagues are welcomed, supported and directed safely from arrival through to departure.

The post holder combines premium guest service with practical site security responsibilities. The role includes meet and greet, parking advice, wayfinding, visitor and contractor management, access control, monitoring of public areas and prompt response to security or operational concerns.

Working closely with the Facilities Manager, Reception, clinical teams and wider operational colleagues, the Concierge helps maintain a safe, calm, accessible and well-presented hospital environment.

Job Purpose:

We are seeking a professional, observant and guest-focused Concierge to provide a high-quality welcome and security presence at Welbeck Oxford. The role will help patients and visitors navigate the centre confidently, provide clear parking and arrival guidance, maintain oversight of access and public spaces, and respond appropriately to safety, security and operational issues.

The post holder must hold, or be able to obtain and maintain, a valid Security Industry Authority (SIA) licence appropriate to the duties undertaken.

Key Relationships & Stakeholders:

The role involves close working relationships with patients, visitors, consultants, clinical and non-clinical teams, as well as regular interaction with contractors and external services.

- Patients, guests and visitors
- Facilities Manager and Facilities Associate
- Reception and Administration teams
- Clinical teams, consultants and medical secretaries
- Housekeeping and Supplies teams
- Hard FM, maintenance and external contractors
- Emergency services and security partners where required
- Delivery drivers, taxi providers and parking stakeholders

Main Duties and Responsibilities:

Key Responsibilities Include:

Guest Welcome, Meet and Greet

- Provide a visible, warm and professional welcome to all patients, guests, consultants and visitors entering the centre.
- Approach and assist people who appear uncertain, anxious, unwell or in need of additional support, escalating clinical concerns immediately to an appropriate clinical colleague.
- Support a calm, discreet and premium arrival and departure experience consistent with Welbeck service standards.
- Assist patients and visitors with doors, mobility access and light luggage where safe and appropriate, without undertaking clinical moving and handling.
- Maintain awareness of vulnerable patients, children and adults at risk in public areas and follow safeguarding procedures.

Parking, Arrival and Transport Advice

- Provide clear advice on on-site parking arrangements, designated bays, drop-off and collection points, accessible parking and alternative parking options.
- Support safe vehicle and pedestrian movement at the entrance, particularly during busy arrival and departure periods.
- Liaise with Reception and operational teams where patients have mobility needs, transport delays or special arrival arrangements.
- Provide practical guidance on taxis, patient transport, public transport and collection arrangements using approved information.
- Identify and escalate unsafe parking, obstruction of emergency access routes or inappropriate use of accessible bays.

Wayfinding and Patient Flow

- Provide accurate directions to Reception, outpatient clinics, imaging, procedure areas, theatres, waiting areas and other facilities.
- Escort patients or visitors to the appropriate area when verbal directions are insufficient or additional support is required.
- Maintain current knowledge of the building layout, departmental locations, opening arrangements and temporary access changes.
- Identify recurring wayfinding difficulties and recommend improvements to signage, arrival information or guest flow.
- Help prevent congestion in entrances, reception areas, corridors and lifts while maintaining dignity and accessibility.

Security, Access Control and Site Presence

- Maintain a professional and visible security presence at the main entrance and throughout agreed public areas.
- Check, challenge and direct visitors, contractors and delivery personnel respectfully and in accordance with local access procedures.
- Ensure visitors and contractors sign in, receive appropriate identification and are escorted or directed as required.
- Monitor entrances, exits and public areas and undertake scheduled security and environmental checks of the building and external perimeter.
- Respond to security incidents, suspicious behaviour, unauthorised access, aggressive behaviour, missing persons or other concerns within training and local procedures.
- Use de-escalation techniques and summon senior management, police or emergency support where necessary; the role does not involve unnecessary physical intervention.
- Monitor CCTV, alarms or access-control systems only where authorised, trained and permitted under data-protection and SIA requirements.
- Secure or open designated areas in line with approved opening and closing procedures.
- Maintain control of keys, access cards or radios allocated to the role and report loss, damage or misuse immediately.

Emergency, Safety and Operational Support

- Respond promptly to fire alarms, emergency calls, security alerts, medical emergencies in public areas and other incidents in accordance with local procedures.
- Support evacuation, lockdown, major incident and business continuity arrangements within the defined responsibilities of the role.
- Act as a Fire Marshal/Warden and first aider where trained and required.
- Keep emergency routes, entrances and external access points unobstructed and report hazards or defects promptly.
- Support safe receipt and direction of emergency services, contractors and urgent deliveries.
- Provide reasonable cross-cover for agreed Facilities Associate duties during breaks or short-term absence, subject to training, competence and operational priorities.

Site Presentation and Guest Environment

- Monitor the entrance, reception approach, external frontage and public areas for cleanliness, damage, hazards or presentation issues.
- Report spills, defects, waste, lighting failures or housekeeping issues promptly and take immediate safe action where appropriate.
- Ensure entrance furniture, wheelchairs and other agreed guest-support equipment are safely positioned and available.
- Support management of deliveries, lost property and found items in accordance with local procedures.

Communication and Service Coordination

- Maintain effective communication with Reception, Facilities, clinical teams and operational managers throughout the shift.
- Use radios, telephones and other communication systems professionally and maintain confidentiality.
- Provide accurate shift handovers, including security concerns, expected visitors, contractors, access issues and unresolved actions.
- Attend operational huddles, briefings and training where required.
- Handle difficult or sensitive interactions calmly, courteously and discreetly, escalating complaints or concerns appropriately.

About You:

We require a professional and customer-focused individual with experience in security, concierge, front-of-house, healthcare, hospitality or another high-quality public-facing environment.

You will be calm, observant, approachable and confident dealing with a wide range of people. You will combine excellent service with sound judgment, situational awareness and the ability to respond appropriately to security, safety and operational concerns.

- A strong commitment to exceptional patient and guest experience
- A calm, reassuring and professional manner
- Confidence managing access, challenging appropriately and de-escalating difficult situations
- Good knowledge of security, health and safety and emergency procedures
- Ability to work independently while maintaining close communication with wider teams
- Flexibility to work across centre opening hours, including evenings or weekends where required
- A valid SIA licence, or willingness and eligibility to obtain and maintain one before commencing unsupervised security duties

Quality Care & Governance:

- Comply with centre policies, procedures and regulatory standards, including CQC expectations, GDPR, safeguarding, health and safety and security requirements.
- Maintain patient, guest and colleague safety, dignity, confidentiality and privacy at all times.
- Complete and record required security checks, visitor controls, incident reporting and environmental checks accurately.
- Identify and escalate risks relating to access, violence and aggression, fire safety, parking, traffic movement, safeguarding or site security promptly.

- Support appropriate management of complaints, incidents, near misses, lost property and security concerns.
- Maintain mandatory training, SIA licence conditions and competency requirements relevant to the role.
- Act with integrity, proportionality, discretion and accountability in all security-related decisions.

Reporting:

- Maintain accurate visitor and contractor logs, patrol or security check records, key and access records, incident reports and shift handovers.
- Record and escalate defects, hazards, parking issues, suspicious activity, aggressive behaviour, access breaches or guest concerns.
- Provide feedback on recurring arrival, parking, wayfinding, access or security issues and suggest practical improvements.
- Ensure reports are factual, timely, proportionate and completed in accordance with confidentiality and data-protection requirements.
- Escalate urgent or serious security and safety matters immediately to the Facilities Manager, Duty Manager or emergency services as appropriate.

Decision Making & Autonomy

The Concierge exercises professional judgment in managing routine guest, access and security matters under the direction of the Facilities Manager. The post holder is expected to act within approved procedures, SIA licence conditions and the limits of their training.

- Prioritise competing demands across guest arrival, wayfinding, parking, access control and security monitoring.
- Resolve routine visitor, parking, access and guest-service issues within the scope of the role.
- Challenge inappropriate or unauthorised access professionally and proportionately.
- Escalate clinical concerns, safeguarding matters, serious incidents, violence, suspected crime or significant operational risks immediately.
- Take immediate reasonable action to protect people and property while avoiding unnecessary confrontation or intervention outside training.
- Identify minor service and security improvements and support their implementation.

Infection Prevention & Control:

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement Business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing healthcare so far as is necessary to enable the Business to meet its obligations under 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 and volunteers to share this commitment and ensure they work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Employees should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality:

Maintain confidentiality in relation to personal data held for colleagues and guest, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage by the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of guest-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

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 to the Business. As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Business, following the Business policy and training. Identify and report actual or potential hazards/ risks in the work environment per Business policies and take immediate action to minimise risks where it is reasonably practicable to do so. Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow Welbeck Health Partners policy on the use of Personal Protective Equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality & Diversity:

The Business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminating all forms of unlawful discrimination.

The Business aims to promote equality of opportunity and good relations between staff and guests (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Business Equality and Diversity policy and individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practices.

Health and Safety at Work:

In addition to the Business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to cooperate with your employer in the discharge of its statutory duties. You must adhere strictly to the Business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS):

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy, and you will be required to sign up and maintain your subscription to the DBS Update Service.

Person Specification

Concierge

Qualifications or Accreditations:	Essential	Evidence
A current SIA licence appropriate to the role, or confirmed eligibility and willingness to obtain and maintain one before undertaking unsupervised security duties		A
Relevant training or development in security, customer service, healthcare, hospitality, conflict management or guest experience		A/I
Education:	**Essential**	**Evidence**
Good literacy and numeracy skills, with the ability to complete visitor logs, incident reports, handovers and security records accurately		A
Comfortable using email, Microsoft Office and electronic systems such as visitor management, access control, CCTV or incident reporting systems		A
Experience:	**Essential**	**Evidence**
Experience in a security, concierge, front-of-house, healthcare, hospitality or other public-facing role		A/I
Experience providing a high standard of customer service to members of the public, including people who may be anxious, distressed or require additional assistance		A/I
Experience managing competing priorities and maintaining awareness of a busy environment		A/I
Experience dealing with difficult behaviour, conflict or sensitive situations calmly and professionally		A/I
Experience working with multiple teams, contractors, visitors or external services		A/I
Experience completing security checks, visitor controls, incident records, patrols or operational handovers		A/I
Knowledge and Skills:	**Essential**	**Evidence**
Excellent communication and interpersonal skills, with the ability to provide clear directions, parking advice and reassurance		A/I
Strong observational skills and situational awareness, with the ability to identify and escalate risks promptly		A/I
Ability to challenge inappropriate behaviour or unauthorised access respectfully, confidently and proportionately		A/I
Ability to remain calm under pressure, use de-escalation techniques and follow emergency procedures		A/I
Ability to work independently and collaboratively, prioritising tasks and escalating concerns appropriately		A/I
Understanding of confidentiality, safeguarding, equality, health and safety, security and guest-centred service delivery		A/I
Knowledge and Skills:	**Desirable**	**Evidence**
Experience within healthcare, a hospital, private healthcare or another regulated environment		A/I

CCTV operator licence or experience using CCTV and access-control systems, where relevant to local arrangements		A/I
Fire Marshal/Warden, first aid, conflict-management, physical-intervention awareness or counter-terrorism awareness training		A/I
Personal Abilities:	**Essential**	**Evidence**
Demonstrates Welbeck values: collaboration, ambition, kindness and empowerment		A/I
Calm, discreet, approachable and professional, with sound judgment and personal resilience		A/I
Confident and reassuring when supporting patients, visitors and colleagues		A/I
Flexible and adaptable, willing to support wider facilities and front-of-house functions within training and competence		A/I
Committed to maintaining SIA licensing, mandatory training and continuous professional development		A/I
Maintains integrity, confidentiality, professionalism and accountability in all interactions		A/I
Takes personal responsibility for providing a safe, welcoming and well-managed hospital environment		A/I

Key: A = application, T = test, I = interview