



Position Description

Position title:	Front Desk Concierge	Date:	February 2025
Reports to:	Executive Assistant to CEO	Department:	Administration
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The purpose of this role is to manage the NSO Front Desk and Office, which serves as the main point of entry to our office. In this role you will provide lead support across the front desk team while ensuring smooth operation of office functions. Responsibilities for this role will include welcoming visitors and employees, setting up meeting rooms, maintaining the staff café and managing security processes, access cards, registers and any building-related issues that may arise. This role will oversee the ordering and maintaining all consumables across the office. Along with be the point of contact for the day-to-day items involving key suppliers.

Key Relationships

Internal

- Executive Assistant Group
- All National Support Office Employees

External

- Suppliers/Contractors
- Visitors

Key Accountabilities

To help manage Front Desk core services

- Lead the front desk team in handling office tasks, event functions and processes as outlined in the Front Desk Manual
- Greet and assist visitors and employees with a professional and friendly demeanour
- Co-ordinate and setup meeting rooms to ensure they are ready before and after meetings.
- Manage the meeting room booking system, including AV equipment requirements
- Oversee security processes, access cards, Staff IDs and lockers and ensuring all registers are up to date.
- Address and resolve any building related issues that may arise.
- Supervise the ordering and maintenance of office consumables, ensuring levels are maintained and are managed.
- Ensure the opening tasks of the office and pack down at the end of the day across both floors are managed.
- Coordinate company vehicles and visitor parking bookings
- Organise courier services and maintain the office mail service

Administrative support

- Complete TechOne (expense) reports as required

- Monitor and report any office security or health and safety issues to the Executive Manager to the CEO
- Undertake travel, rental and accommodation bookings when required for NSO employees, working within the travel policy guidelines

Reception Lead and Other

- Open, clear, and professional communication between both front desk team members is necessary, and when required, they should work either in conjunction with each other, or separately as tasks require, to achieve the best outcome for the business.
- Both front desk concierges should always be aware of all meeting arrangements (especially large meetings requiring extra setup and catering etc). This information is documented on shared meeting room calendars (Outlook) which both can view and amend as required. This should always be managed jointly to ensure that the best outcome is achieved.
- While many of the tasks undertaken at the front desk may be dedicated to either/or front desk concierge, it is expected that any 'core front desk' duties are managed by both, and both are aware at all times of the status of arrangements and update their colleagues accordingly. It is expected that the front desk concierges should work as a team at all times to ensure the best outcome for the business.
- Our front desk team is vital to the smooth operation of the National Support Office, and professionalism, mutual respect and open clear communication between both front desk concierges are key in maintaining this.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- 5+ years of experience in a similar role
- Professional and friendly demeanour with a positive and welcoming attitude
- Attention to detail with advanced written and excellent communication skills
- Proactive problem solving, multitasking and time management essential
- Ability to maintain confidentiality, and work with minimum supervision as part of partnership
- Technical proficiency in Microsoft applications
- Adaptability and flexibility to work in a fast-paced environment and use initiative and prioritise tasks effectively

Education and qualifications required:

- Full New Zealand Drivers licence

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution