



Position Descriptions

KING & WOOD
MALLESONS

Position Title:	Business Services Concierge
Manager / Supervisor:	Business Services Manager
Practice Group / Shared Services Team:	Business Services
Centre	Sydney

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King & Wood Mallesons requires partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

King & Wood Mallesons is an Equal Employment Opportunity (EEO) employer and required all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment.

Position Summary

The Sydney Business Services team provides exceptional client service and business support to all KWM people, clients and suppliers.

In this role, you will be a key point of contact for partners and staff across a broad range of business services functions including deliveries, security passes, ticket sales, petty cash, couriers and photocopying services, management of pop-up stores.

You will represent the KWM brand in a professional and immaculate manner at all times, and therefore your client service ethic and personal presentation will be a key strength. You will also ensure that the concierge desk is well presented, safe and secure, so you will demonstrate an ability to use your judgment and to escalate any concerns or identify risks appropriately.

This role works closely with other team members who are working across the areas of Business Services, Premises and Records Management and there is a requirement to become multi-skilled and to provide support and coverage across these areas as required.

Your key responsibilities

- Meet and greet and engage with clients (predominantly internal) in a highly professional manner;
- Seek out opportunities to enhance the client's KWM and Business Services experience;
- Answer calls to Business Services Concierge in a timely manner, take messages as appropriate and ensure that these messages quickly reach the person for whom they are intended;
- Organise bookings for taxis and car parking for visitors;
- Ensure Business Services Concierge desk is ready is prepared and presented to the highest standard;

- Manage the stocks of stationery items, cab charges, tickets, postage supplies and consumables for the concierge;
- Liaise with external suppliers;
- Manage visitor requests;
- Order specialist stationery supplies;
- Ensure first aid and consult rooms are clean, tidy and ready for use;
- Perform other duties associated with the various Business Services areas where assigned, including premises, records management and any related tasks;
- Manage work flow and tasks efficiently to meet deadlines;
- Contribute to the continuous improvement of the department and enhancement of our client service levels;
- Develop and maintain great relationships with internal and external clients;
- Ensure the tenancy is a safe and secure environment for all KWM people, clients and visitors;
- Demonstrate flexibility in work hours to ensure all Business Services areas are covered (overtime and appropriate shift loadings are payable as appropriate); and
- Undertake other duties and projects as requested by Business Services Leader or Head of Business Services & Premises.

A core focus of this role is client service, but all members of the Sydney Business Services team are required to provide support and coverage across other areas of the team, including (but not limited to):

Premises Management

- Setting up conference rooms with furnishings, overhead projectors, screens, audio visual equipment, voice points, phones and whiteboards;
- Ensure typical floor meeting room furniture is placed as intended and rooms are clean, tidy and ready for use;
- Provide assistance with internal office moves;
- Oversee/arrange relevant contractors;
- Maintain emergency procedure information;
- Manage security passes; and
- Liaise with Building Management regarding any tenancy service requests.

Records Management

- Manage the retrieval and lodgement of boxes/files from KWM designated storage facilities and ensure all records are updated accurately in Elite;
- Assist the firm in achieving its paper reduction targets;
- Process all incoming faxes in a prompt and accurate manner;
- Update floor plans and emergency documentation; and
- Manage the Centre's mailbox and unknown correspondence.

Your Key Relationships

- All Business Services staff
 - All King & Wood Mallesons Partners & staff
 - External providers
 - Hospitality team, ie Receptionists, concierge and wait staff
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Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

People: Respectful and supportive interactions that lead to firm high performance | Building effective teams by empowering and coaching people | Leading through collaboration and accountability

Clients: Consistently delivering superior client service | Becoming a trusted advisor through deep understanding of the client | Building strong and enduring client relationships | Adapting flexibly to a changing environment to meet client needs

Firm: Application of technical knowledge to advance the client's commercial objectives | Development of legal and industry/sector expertise | Effective practice and project management | Building your professional reputation | Achieving financial and cost targets | Commitment to continuous improvement through innovation | Applying business acumen in pursuit of opportunities for the firm and clients | Effective workload and project management

Financial: Applying business acumen in delivery of service to clients | Achieving business, project and budget goals | Commitment to continuous improvement through innovation

Skills and Attributes

- Excellent client service and negotiating skills, demonstrating professionalism and courtesy and all times.
 - Strong time management skills and the ability to multi task and manage a range of tasks and activities effectively and simultaneously.
 - Adapts and responds positively to change.
 - Ability to work under close supervision or autonomously at times
 - Sound judgement and decision making
 - Sound written and verbal communication skills, ability to liaise with internal and external clients at all levels.
 - Confidentiality and discretion at all times.
 - Demonstrated team focus.
 - Proactive approach, shows initiative and is a logical thinker when it comes to problem solving.
 - Is flexible to work outside of core business hours if required.
 - Physical ability to lift and transport archive boxes weighing up to 16kg.
 - Ability to quickly learn and maintain new skills and apply these new skills as required.
 - Exceptional attention to detail.
 - Year 10 plus relevant work experience or Year 12 completed
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Our Vision and Values

Our global vision...

‘To create a unified top tier global law firm headquartered in Asia’

Across our global firm we have values that guide us and that we aspire to live up to...

Client centric
Dynamic and entrepreneurial
One team. One firm
Excellence and innovation
Stewardship
Global Perspective

...these are the same whichever part of the firm you working, in all countries.

As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/manager as part of KWM's performance evaluation, development and progression processes.