

Position Details

Position Title	Campus Concierge
Organisational Area	Operations
Reports to	Manager (Accommodation Services)
Responsible for	N/A
Location (s)	Manly Campus (Primary location) / City Campus

Overall Purpose

The Campus Concierge is responsible for supporting the smooth, safe, and efficient operation of the campus. The role focuses on delivering high-quality administrative, operational, and guest services while creating a welcoming and professional environment for students, staff, and visitors. By providing reliable support and fostering a positive campus experience, the Campus Concierge plays a vital role in ensuring seamless daily operations and contributing to a supportive and inclusive community.

About the Team

As part of the Operations Department, Campus Concierges are expected to contribute to a positive and service-oriented workplace. Team members are relied upon for proactive communication, reliability, and collaboration, supporting students, colleagues, and visitors while upholding the institution's values. The team work flexibly across a rotating roster, including evenings, weekends, and public holidays as required to support campus activities and events.

About this job description

It is not the intent of this job description to limit the scope of this position in any way but to give an overview of this role at ICMS. There may be times when this role works on other tasks and other areas as reasonably directed by management.

Accountabilities

Campus Operations

- Provide concierge support for key institutional and external events, including weddings, Open Day, Information Days, Interview Days, Check in and Check Out days.
- Assist with accommodation operations, including arrivals, departures, and room inspections.
- Liaise with contractors and visitors to ensure compliance with college protocols, including sign-in and identification.
- Provide administrative and operational support to other departments, particularly during term breaks to facilitate campus readiness.
- Attend scheduled staff meetings and training sessions.

Administration

- Maintain accurate and up-to-date records, including key allocations, First Aid/Fire safety, and critical staff information (also see section on Health & Safety).

- Update records in property management system (RMS)
- Create and issue student cards, staff cards and access cards as needed.
- Complete and store incident reports, ensuring accurate reporting to stakeholders.
- Maintain records for registration forms, access cards, and parking permits.
- Record events in the Concierge log accurately and promptly.
- Respond to telephone inquiries and direct calls appropriately.
- Manage postage for students and employees.
- Ensure secure storage and controlled access to documentation and correspondence.

Health & Safety

- Follow campus opening and closing procedures to ensure the campus remains secure.
- Complete security walks each shift, including a walk with a Residential Leader.
- Respond to fire alarms and adhere to established fire procedures.
- Provide First Aid when required and complete reporting.
- Check and maintain First Aid kits at Reception.
- Ensure fire extinguishers are checked, and defibrillator lights are functional during rounds.
- Maintain thorough knowledge of emergency and escalation procedures, ensuring accurate reporting of incidents to the appropriate stakeholders.
- Manage all information such as digital files, emails, and communications in accordance with ICMS privacy policy and the Employee Handbook (see also Confidentiality).

Customer Service

- Provide helpful advice and assistance to students or refer them to the relevant staff member.
- Assist with accommodation inquiries, check-ins, and checkouts to ensure a positive guest experience.
- Deliver mail to students through appropriate communication methods, coordinating with Resident Leaders for distribution (excluding parcels due to liability).

Under-18 Student Responsibilities

- Support under-18 students in adhering to regulations, including curfews, signing in, and restricted areas, such as student bar.
- Monitor and ensure compliance with accommodation rules and other related Policy and Procedures, escalating concerns to management as required.

Confidentiality

- Maintain strict confidentiality of sensitive student, staff, and institutional information.
- Prevent unauthorised access or misuse of CCTV and security systems.
- Use institutional systems (e.g., email, CCTV) appropriately and for authorised purposes.
- Manage and report any conflicts of interest as per the Employment Handbook.
- Adhere to social media and digital communication guidelines.
- Avoid disclosing personal matters or private conversations about students, staff, or institutional operations to unauthorised parties.

Institutional Responsibilities

1.	Co-operate with management in its fulfilment of its legislative obligations
2.	Demonstrate a proactive approach to health and safety by reporting unsafe behaviour/practices
3.	Avoid placing others at risk by any act or omission
4.	Familiarise yourself with relevant policy and procedures held in the Institutional Policy Register and adhere to all guidelines within that are relevant to your area
5.	Understand and comply with relevant legislation such as the HESF 2015, ESOS Act 2000, National Code 2018 and HES Act 2003.

Key Internal Relationships

Main Contact	Frequency	Purpose
Students	Daily	Providing safe and comfortable living and studying environment
Staff	Daily	Providing safe and comfortable work environment
Student Services	Daily	Efficiency of daily operations
IT Operations	Daily	Efficiency of daily operations

Key External Relationships

Main Contact	Frequency	Purpose
Security Contractors	Daily	Handovers including following up on reported issues and other safety concerns
Cleaning Contractors	Ad hoc Daily	Updates on room status, maintenance issues and health and safety

Knowledge, Skills, Experience and Qualifications	Essential	Desirable
Current certifications (WWCC, First Aid and RSA)	X	
Willingness to become a trained Fire Warden	X	
Experience in a similar role	X	
Experience in Education / Higher Education		X
Intermediate-level proficiency in Office 365 (SharePoint, Word, Excel, PowerPoint)	X	
Experience with accommodation booking systems		X
Strong communication and interpersonal skills	X	
Ability to multitask, prioritise, and problem-solve	X	
Attention to detail with initiative and proactiveness	X	
Ability to remain composed under pressure	X	
Ability to act with professionalism, respect, and integrity.	X	
Commitment to collaboration, inclusivity, and teamwork.	X	
Ability to act as a positive ambassador for the institution on and off campus	X	

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Employee signature and date:

Print name.

Signature

date: dd/mm/yyyy

Manager signature and date:

Print name.

Signature

date: dd/mm/yyyy