

Lynwood Court, Lynwood Village  
Rise Road, Ascot, Berkshire SL5 0FG

Telephone 01344 298 100  
Helpline 08081 311 333

[www.ben.org.uk](http://www.ben.org.uk)



## Concierge (3 month FTC) (£9.55 per hour)

### Lynwood Village, Sunninghill, Berkshire

Ben is an independent charity and dedicated partner to the automotive industry, providing support for life for its people and their family dependents. Ben is focused on delivering care and support to enable total health & wellbeing through working and later life.

Ben provides free and confidential advice and support focused on the four main areas of peoples' health and wellbeing: financial, physical, mental and social, supporting people to manage their health proactively and overcome any challenges they face, at whatever stage of life, empowering them to make lasting, positive change. Everyone who works, or has worked, in the automotive industry can access Ben's tailored, holistic support, for themselves and their family dependents.

Ben also operates flexible, continuing care and support for those in later life, which is not dependent on an automotive industry connection. This includes excellent nursing, residential, dementia and respite care via its care centres in Ascot, Rugby and Norham (Berwick-upon-Tweed) and day centre in Coventry and 'independent living made easy for the over 65s' at its retirement village in Sunninghill, near Ascot, Berkshire.

### The Role

With shifts totalling 40 hours per week, the Concierge desk offers a 24/7 service. It provides a secure and safe whilst welcoming environment for our residents and visitors. The Concierge desk is the first point of contact for all village service bookings, assisting with personal services, directions and information. In addition, provide security, fire marshalling, emergency support, administration, cash handling and diary support for all Front of House and third party services. You will be required to work night shifts, as well as days.

### The Person

We are looking for someone who enjoys meeting and talking to people from all backgrounds. You will be self-motivated, dependable, responsible and energetic – able to think on your feet and the ability to remain calm no matter what comes your way. Someone who has a caring nature who is able to promote a customer focused culture where every guest is delighted, providing a professional friendly and courteous service. You will represent Lynwood Village and Ben in a positive manner, ensuring that you recognise residents' individual rights to dignity, privacy, choice and confidentiality at all times, ensuring that residents and visitors feel at home.

You will be comfortable learning new software and systems and be fully conversant with MS Office.

### Company Benefits & Salary Information

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Salary - £9.55 per hour  
Generous holiday allowance  
Contributory Pension Scheme – matched up to 3 %  
Free DBS check (subject to eligibility being met)  
Excellent training and development  
Referral scheme  
Childcare vouchers  
Free parking  
Subsidised Restaurant  
Discount on certain car brands

If this describes you, then please contact us at [careers@ben.org.uk](mailto:careers@ben.org.uk) and enclose your latest CV and covering letter explaining why you are the ideal candidate for this role.

If you are ambitious and motivated and want to make a positive difference to people's lives, get in touch with us