

Night Concierge

Hours: 40.25 Hours per week – on a rota basis

Location: Head Office, Festival Park, Stoke on Trent with regular travel to our other sites

Salary: £27527.09 per annum

Are you looking for a role within an Organisation that is at the heart of helping people to thrive? If so, this role may be for you. Since 1974, as a Registered Provider of Social Housing and Supported Accommodation we have been supporting those in need.

Our customers have a range of needs including mental health, addictions, learning disabilities, recent homelessness and debt and our support teams work with our customers to assist them to sustain their tenancy.

We are looking for a Female Night Concierge to join our team. You will be based at one of our residential schemes within the Stoke on Trent area and will play a key role in delivering housing and support services to customers who have been referred through the Local Authority and other service providers, ensuring appropriate safeguarding protocols are adhered to.

You will be the night-time guardian for our tenants, ensuring that only approved visitors may enter the building, remaining constantly alert for their safety and welfare during your working hours.

Some of your key responsibilities will include:

- Providing a courteous, professional and welcoming atmosphere for all customers, their representatives and visitors
- Keeping tight control of the safety and security of clients and buildings as allocated during your 12 hour waking night shift
- Supporting customers with the issues that have contributed to them becoming homeless, this could include, mental health, drugs and alcohol and tenancy related issues
- Helping customers develop the skills and confidence to move on to more permanent accommodation
- Providing a psychologically informed service and environment that recognises the impact of trauma and constantly seeks to remove and break down barriers that may adversely prevent customers from moving forward positively
- Managing the safety of the building, pro-actively undertaking regular patrols through the shift and reporting and tracking resolution of issues, dealing with fire alarms and fire drills
- Dealing with and de-escalating housing management issues in a calm manner, escalating as appropriate through the on-call support process where help is required
- Ensuring appropriate safeguarding protocols are adhered to and escalate appropriate concerns

What you will need:

- The desire to care and support those people who have experienced personal difficulties
- GCSE Maths and English (Grade C or higher)
- Knowledge and understanding of social exclusion and/or supporting people with complex and multiple needs
- Excellent inter-personal skills and the ability to communicate in a calm and concise manner

- A full driving licence and access to a vehicle insured for business use

Ideally:

- Previous experience working with the needs of our customer group; including but not limited to those with Learning Disabilities, Entrenched Homelessness, Mental Health, Drug and Alcohol Dependencies, dual diagnosis.

We Offer the Following Benefits:

- 27 days annual leave in addition to public holidays
- Excellent learning and development opportunities
- Contributory pension scheme
- Occupational sick pay
- Healthcare cash plan

To apply please visit the Brighter Futures Website.

The closing date is 6th September 2024.

We are committed to promoting equality of opportunity and we welcome applications from all sectors of the community, particularly from under-represented groups and people with lived experience. Brighter Futures is an equal opportunities employer.