

## Night Concierge

**Job Title:** Night Concierge

**Responsible to:** Homelessness Accommodation Manager

### **Purpose of the job:**

- To assist customers with complex needs to benefit from the support offered by our shared housing units, which are staffed 24 hours a day, 365 days a year.
- To provide a safe environment at night, maintaining the safety and security of customers and colleagues.
- To deliver a customer facing support service in line with Brighter Futures standards

### **Outcomes of post:**

- To keep tight control of the safety and security of clients and buildings as allocated throughout a 12 hour waking night shift.
- Support customers with the issues that have contributed to them becoming homeless, this could include, mental health, drugs and alcohol and tenancy related issues.
- Help customers develop the skills and confidence to move on to more permanent accommodation
- Delivers an excellent service in line with Brighter Futures values, policies and procedures
- Provide 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
- The service is flexible to meet the needs of the customer
- All training and Brighter Futures values are embedded into our practices
- Customers engage in a meaningful and appropriate way with involvement opportunities

### **Duties and Key Responsibilities:**

#### **Customer Service & Support:**

- Provide a courteous, professional, and welcoming atmosphere for all customer, there representatives and visitors to the service.
- To ensure all visitors are logged in the visitor's book accordingly.
- Answer the phone in a professional manner, taking accurate messages and triage accordingly.
- Maintain a positive and professional relationship with all other agencies/professionals, this may include by not limited to the Police, housing providers, and medical services.
- Support operation partners and vendors delivering communication to managers and guests on a daily basis.
- Know all essential aspects of the service and operations. This could include fire evacuation, on call issues and customer's support.

#### **Health & Safety:**

- Manage the safety of the buildings and their grounds in line with health and safety policies, including the delivery of fire drills and safety inspections
- Report maintenance issues and ensure that they are dealt with appropriately
- Acts as the site liaison for the service as first point of contact.

- Providing a welcoming and approachable single point of contact for service users, encouraging the customer group to follow house rules and support respectful enjoyment of the property.
- To maintain good order and discipline of the project at all times and to complete incident and accident forms/reports in a timely manner in line with policy and procedures as and when they occur.

#### **Safeguarding & Protection from Abuse:**

- To report all safeguarding concerns and provide written reports detailing safeguarding concerns in a timely manner in line with policy and procedure

#### **Security:**

- You will be required to supervise the access and egress of the building. You will maintain tight control over people arriving and leaving, ensuring unauthorised persons do not gain access, whilst ensuring those entitled to access are allowed to do so. A record is to be maintained of all people entering and leaving the properties during your shift together with the times of this happening
- Monitoring security of the building and service users, visitors and the immediate community through proactive patrols and presence.
- Deal with and de-escalating housing management related issues in a calm manner making use of on call procedures where required.
- Maintain required written records to include incident and risk reports/handover. These are to be factual and recorded on every shift.

#### **Environmental Management :**

- Ensure the environment offered with the buildings and their grounds is of high quality
- Contribute towards the cleaning and maintenance of the buildings, their kitchens, toilets, bathrooms, shower rooms, offices and communal areas as necessary. This will also include cleaning and preparing rooms for occupation.

#### **Additional Responsibility:**

- Ability to remain calm under pressure in difficult situations.
- Must be self-motivated with a positive can-do approach.
- Strong commitment to equality and diversity.
- Must be able to demonstrate a commitment to our Values.
- To promote the aims and values of Brighter Futures to any other agency or organisation in a professional manner.
- Take responsibility for your own professional development and training.

#### **Behaviour & Competences:**

Behaviour embodies Brighter Futures values and is within the Code of Conduct

Demonstrate the competencies and behaviours set out in the Competency Framework.

Work to Brighter Futures aims, values, policies and procedures and ensure that others do so.

#### **Hours of Work:**

40.25 hours per week - Monday to Sunday - as pro rota. You will have a base of working but will be required at times to work across our other services for the sustainability of the services within Brighter futures Flexibility will be required to support the Rough Sleepers Outreach Team with cover as and when needed between the hours of 6.00am to 8.00am.

**Salary & Benefits:**

Salary: £27527.09

27 days annual leave plus 8 additional days

Group Personal Pension Plan, including life assurance and group income protection

Health Care Cash Plan

Occupational Sick Pay

Staff Counselling Service

**Person Specification – Night Concierge (Female Only)**

We want the postholder to demonstrate the following competences to a high level and use them in their work. We will be looking for evidence of the following key competences during the selection process.

<ul style="list-style-type: none"> <li>▪ Communication &amp; Clarification</li> <li>▪ Creativity, Innovation &amp; Adaptability</li> <li>▪ Commitment &amp; Customer Focus</li> <li>▪ Relationship &amp; Team Working</li> </ul>	<ul style="list-style-type: none"> <li>▪ Respect, Integrity &amp; Open-mindedness</li> <li>▪ Accountability, Self-Reflection &amp; Development</li> <li>▪ Engaging with and Supporting Change</li> </ul>
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Please use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 & 3 below (addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	<b>Essential / Desirable</b>	<b>How Assessed? (A=Application Form / B= Interview / C=Test)</b>
<b>1. Qualifications, Experience and Track Record</b>		
Educated to at least 'GCSE' level or equivalent experience	E	
Health and Safety qualification	D	
Previous experience of working within the housing/homelessness sector, Health & Social Care or other similar service sector	D	
<b>2. Special knowledge &amp; requirements</b>		
Demonstrate an ability to follow policy and procedure	D	
Identify, plan and deliver against tasks	E	
Knowledge and understanding of social exclusion and/or supporting people with complex and multiple needs	E	
A good general knowledge of IT, particularly using Microsoft office packages, using smart phones and tablets	E	
Ability to write up clear and concise notes using paper and/or electronic systems	D	
Must have good interpersonal and communication skills (oral and written)	E	
High level of customer service experience	E	
<b>3. Additional job requirements</b>		
Good organisational skills and an ability to prioritise and manage work to deadlines	E	
Ability to work on own initiative and as part of a team	E	
Willingness to be flexible and adapt to changing priorities.	E	

Must be able to demonstrate strong commitment to our Values	E	
Must have an understanding of and commitment to equality and diversity	E	
Must be able to drive with a full clean driving licence	D	