

Job Description

Title: Night Time Concierge

Reports to: Project Coordinator

Based at: John Room House (Thetford – IP24)

Key objectives of the role:

1. To maintain and protect the safety and security of the premises.
2. To control access to the premises and provide a concierge service to residents, building users, staff and other visitors in a professional and friendly manner.
3. To undertake administrative, reception, maintenance and cleaning duties.
4. To be familiar with the philosophy and values of Access Community Trust and to reflect these in all their duties.

RESPECT

- We show consideration for one another
- We recognise each other's differences
- We understand the customer's needs and expectations and go out of our way to meet these

EXCELLENCE

- We will always push the boundaries of achievement, for ourselves and our customers and clients
- We strive to deliver the highest quality and value possible through simple relevant solutions
- We will implement challenging strategic targets whilst continually striving to exceed them

AMBITION

- Our service is driven by passion and enthusiasm with the ambition to reach all vulnerable and socially excluded people without exception
- We will deliver services that raise aspiration
- We respect our wide ranging communities and are motivated to diversify the service we provide

CREATIVITY

- We build a positive environment where we all have the courage to speak, question, and challenge each other to continuous inspire improvement.
- We will encourage and strive to innovate in all aspects of our work-celebrating our successes and learning from our mistakes.
- We will embrace and utilise our clients' strengths and build their confidence to co-produce and gain growth together.

HONESTY

- We will operate our service with honesty, delivering to the highest ethical standards and monitoring with accuracy
- We promote robust, consistent and evidence based approaches in the delivery of all our services
- We will provide our services in a transparent and accountable way

Main responsibilities:

- Maintaining a visible presence in and around the building.
- Patrolling the entire premises (internally and externally) on a regular basis.
- Checking to ensure the integrity of the building is maintained.
- Providing a professional, secure and friendly front of house access control service and reception service.
- To be a first point of call when dealing with emergencies, eg fire, medical, police etc and to manage such emergencies appropriately.
- Ensuring all rooms can be accessed by residents and replacement keys/locks be provided where necessary.

- To undertake domestic duties including cleaning stairs, offices, communal areas and toilets.
- Liaising with the police and other agencies to prevent damage to premises.
- Maintaining manual and computerised records and monitoring CCTV screens.
- Reporting breaches of security and damage to the fabric of the building to the appropriate authority/agency.
- Calling “Approved” contractors out to deal with emergency repairs to maintain the security and safety of the building.
- Conducting routine checks on fire and other emergency systems and maintaining written records of all checks in partnership with the facilities manager.
- Carrying out minor repairs, e.g. changing light bulbs on stairs and landings.
- Reporting issues relating to the personal security and safety of residents to the appropriate housing staff.
- Answering telephone calls, transferring calls and taking messages as required.
- Handing cash as required.
- Attending team meetings and supervision meetings which may take place before or after the normal shift hours.

General Responsibilities:

- **Other Duties** - To undertake any other specific duties and responsibilities as may be assigned by the immediate Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the seniority of the post.
- **Discretion to Act** - To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of clients and colleagues, and the effective and efficient use of resources.
- **Relationships** - To establish, maintain and enhance team-working with colleagues and staff of Access Community Trust and to keep confidential all information about individuals and the business of Access Community Trust. Any breach of confidentiality is extremely serious and may lead to dismissal.
- **Personal Development** - To play an active role in the development and implementation of your individual development plan.
- **Association Ethos** - To support the objectives and ethos of Access Community Trust.
- **Health and Safety** - To adhere to the Trust’s Health and Safety policies at all times.

Personal-profile: Selection Criteria: A = Application Form I = Interview T = Test/Personality Profile D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience Applicants must have previous experience of working within a supported accommodation environment and supporting vulnerable people / families with issues relating to financial hardship, homelessness, mental health and substance misuse. Applicants must have a detailed knowledge of services and support available to vulnerable people in need and a thorough understanding and commitment to Safeguarding. Applicants must hold a working knowledge of health and safety in relation to managing premises and a dispersed team (within a supported accommodation environment and within the community) where lone working is applicable.	D D D	A, I & D A & I A & I

<p>Qualifications:</p> <p>A thorough knowledge of housing related support and leadership skills are more important than formal qualifications.</p> <p>Education to 'A' Level standard or equivalent.</p> <p>A professional qualification in housing, social work, community work or similar area of work. An appropriate NVQ or Diploma in Management.</p>	<p>D</p> <p>D</p> <p>D</p> <p>s</p>	<p>A, I & T</p> <p>A</p> <p>A</p>
<p>Skills:</p> <p>Applicants must hold a current driving licence and have the use of a car.</p> <p>Applicants should have excellent inter-personal and communication skills and must be able to lead a multi-disciplinary team. S/he should be able to manage his/her own work, use initiative as appropriate and be open to constantly changing work routines.</p> <p>Applicants should have good IT skills as role will involve using databases, email and specialist performance reporting systems.</p> <p>Post holder will require the ability to work in a flexible way with families and their support network, finding practical solutions to sometimes complicated and challenging situations.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A, I & T</p> <p>D</p> <p>I & T</p>