

ROLE PROFILE

Department:	Supported Housing
Job Title:	Reception/Night Concierge Worker
Key Skills Required:	Ability to understand, follow, and awareness of and commitment to Midland Heart Values of: Ambition, Customer First, Empowerment, Inclusive, Imagination and Courageousness. Ability to understand and follow Midland Hearts policies and procedures and ensure awareness of rights and responsibilities. Good communication skills, both oral and written.
Job Purpose:	To Provide a comprehensive concierge/reception service at Firsbrook House.
,Reporting to:	Service Manager

Key Responsibilities and Accountabilities

Security

Maintaining a visible presence in and around the building.

Patrolling the premises on a regular basis.

Checking to ensure the integrity of the building is maintained.

Liaising with the police and other agencies to prevent damage to the premises.

Maintaining such records as required by the organisation.

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.

Reporting issues relating to the personal security and safety of customers to the appropriate support staff.

Housing Management

Assist with cleaning of communal areas.

Contribute to regular checks on fire equipment, signage and emergency lighting to the buildings.

Reception duties i.e. Issuing of keys to customers, answering telephone and maintaining an accurate and up to date logbook.

Attending where practicable to remedy any small maintenance items.

To occasionally collect licence charges and keep accurate records of these transactions.

To ensure that all repairs are noted and recorded in accordance with procedures.

General Requirements

To be responsible for the health, safety and welfare of yourself and others at work.

To accept and utilise training and development opportunities.

Promote and uphold the Association's policy on equal opportunities.

To undertake other duties commensurate with the grading of the post as may be required from time to time.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

Person Specification

	Application	Interview	Test
Education, qualifications and training			
General success for Educational attainment i.e. English, Maths	x	x	x
Experience			
Experience in a supported housing environment.		x	
Experience in reception/concierge work in a similar setting working with customers and liaising with other team members to ensure the smooth running of the front of house day to day functions.	x	x	
Knowledge			
Understanding of Health & Safety requirements for both housing and a care environment.		x	
Skills			
Ability to provide effective information and advice to customers & those who access Firsbrook House services.		x x	x
Computer literate		x	x
Behaviours			
Be aware of and adhere to professional boundaries when interacting with staff, customers and members of the public.	x	x	
Ability to work alone.		x	
Have a 'can do' approach.	x	x	
Flexible in your approach to work with different presenting behaviours.	x	x	
Commitment of equality of opportunity and to challenging discrimination and exclusion.	x	x	
Apply Midland Heart values.	x	x	