

ROLE PROFILE

Role Title:	Night Concierge
Department:	Care & Support
Role Purpose:	<p>Oasis House provides temporary accommodation for homeless people with support needs. We are looking for an enthusiastic, flexible individual who is able to work on their own initiative. You will be able to communicate with people from diverse backgrounds and have the unique ability to diffuse any given situation.</p> <p>In your role as Night concierge you will provide comprehensive concierge duties including, reception and you will be a visible presence at the scheme that will ensure the health, safety and wellbeing of all our customers, visitors and contractors.</p> <p>You will form part of a friendly, motivated team, working closely with the Intensive Housing Management Housing Officer to address and resolve any issues that are identified.</p>
Reporting to:	Partnership Services Manager
Responsible for:	None
Disclosure level:	Enhanced plus Barring Lists
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>Ensure that you adhere to all the relevant Midland Heart policies & procedures.</p> <p>To provide a first point of contact for all customer enquiries.</p> <p>Monitor and review CCTV including recording of data as required</p> <p>Maintain a visible presence in and around the scheme, carry out regular patrols, monitor visitors and follow local scheme processes to ensure the health, safety and well being of staff, customers & visitors.</p> <p>Liaise with the police and other agencies to ensure the safety of customers and prevent damage to the fabric of the building.</p> <p>Deal with anti-social behaviour promptly following Midland hearts policies and procedures in order to prevent disruption to customers, visitors and neighbours. Completion of relevant paperwork. Report any breaches of the licence agreement to the housing officer at handover.</p>
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	<p>To undertake some day to day administration as per line manager's instructions - to include but not exclusively - updating customer database with contact details, completion of health and safety records and financial handovers at the start and end of shift.</p> <p>To collect rent payments from customers, ensuring the use of correct processes of receipting and recording on customers personal payment plan. Cash posting on to database.</p> <p>Comply with the buddy system with other schemes for health & safety reasons</p> <p>Ensure that scheme repairs are reported and recorded as per local scheme processes. Call out of hours emergency contacts to deal with emergency repairs to maintain the security & safety of the building.</p> <p>Carry out minor repairs e.g. changing light bulbs on corridors, furniture assembly etc.</p> <p>To provide clear, concise written reports of any incidents at the scheme</p> <p>Undertake domestic duties as required to ensure scheme operates within KPI targets for voids and flat allocation.</p> <p>Attend and contribute to all staff meetings held within the service</p> <p>Attend and contribute to regular supervisions with your line manager</p> <p>Develop and maintain professional relationships with customers, external agencies and partners within Oasis House</p> <p><u>General Requirements</u></p> <p>To be responsible for the health, safety and welfare of yourself, all staff customers, visitors, contractors and any others at work.</p> <p>To ensure the safety of vulnerable adults and children in line with Midland Heart's Policies and Procedures</p> <p>To ensure that confidentiality is maintained and data protection followed as per Midland Heart Policies and Procedures</p> <p>Promote and uphold Midland Hearts policy on equal opportunities.</p> <p>Adhere to Midland hearts policy & procedure on sickness absence.</p> <p>Adhere to Midland hearts Code of Conduct.</p> <p>To utilise the Manager on call rota in the event of serious event at the scheme or additional support needed.</p> <p>To comply with rota changes from time to time as directed by your line manager.</p> <p>To contribute to the continuous improvement of the service.</p> <p>To undertake other duties commensurate with the grading of the post as may be required from time to time.</p> <p>To comply with reasonable management requests.</p>
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Education, Qualifications and Training	Maths and English GCSE or Equivalent
Knowledge and Experience	<p>Relevant experience of working with vulnerable people</p> <p>Relevant training in relation to the role</p> <p>A good awareness of Health and Safety</p> <p>An understanding of confidentiality and data protection</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour</p>
Role Specific Skills & Behaviours	<p>Excellent written and verbal communication skills.</p> <p>Have good numeracy skills</p> <p>Have good IT and keyboard skills and the ability to use databases</p> <p>Capacity to understand and maintain professional relationships with customers and follow relevant guidelines.</p> <p>Is able to work on own initiative and work as part of a team</p> <p>An ability to be flexible and responsive to the changing needs of the service</p> <p>Able to deal with people in an assertive, fair and consistent manner</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>