

ROLE PROFILE

Role Title:	Concierge - Crocodile Works
Department:	Home Options
Role Purpose:	To provide a front of house concierge service to customers and residents within the Crocodile Works.
Reporting to:	Residential Lettings Team Leader
Responsible for:	None
Disclosure level:	Standard
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To secure the entrances, ensuring that all callers are residents, authorised visitors, or have legitimate business within the premises.</p> <p>To provide a security service including the use of Closed Circuit TV cameras and/or other equipment that may be available.</p> <p>To provide a security service to the grounds and car parking facilities within the perimeter of the grounds.</p> <p>To respond to any emergency occurring within the blocks or perimeter of the complex. (Thus being aware of all fire extinguishers, fire exits, evacuation procedures, dry risers, stop taps, electricity and lighting circuits), then reporting any emergency repairs immediately to the emergency maintenance department.</p> <p>To ensure that no damage is caused to any property of Midland heart or residents.</p> <p>To assist the Lettings officer/ Housing officer by responding to housing management problems such as noise nuisance.</p> <p>To ensure that all bin rooms, landings, stairways, communal areas, chute rooms, office, meeting rooms, and lifts are cleaned to a high standard and to ensure that all areas are correctly used and properly maintained.</p> <p>To provide a reception service to all residents and visitors within the main block.</p> <p>To ensure the grounds within the perimeter of the scheme are properly maintained.</p> <p>To regularly check lifts to ensure they are clean, properly lit, and operating correctly, then report any defects immediately to the correct departments.</p>
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	<p>To ensure that services are turned off in unoccupied properties and appropriately secured.</p> <p>To ensure that contractors providing the site a service are monitored and the work inspected, any contractor non-performance to be raised to the line manager.</p> <p>To become involved where possible in residents groups on site, reviewing security arrangements, and making recommendations for improvement, if required.</p> <p>To advise the residents about the service provided by the concierge staff and the operation of security systems such as the door entry system. On request to give information to residents regarding the use of heating, location of stop taps and electricity meters.</p> <p>To work on a shift rota, including evenings, weekends and bank holidays.</p> <p>To report repairs to the correct department.</p> <p>To undertake regular inspections of all communal areas including corridors and grounds.</p> <p>To test fire equipment in accordance with regulations and maintain suitable records.</p> <p>To wear the prescribed uniform at all times whilst on site.</p> <p>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 your position.</p>
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<p>Education, Qualifications and Training</p>	<p>Some knowledge of buildings and building services.</p> <p>Good written and oral skills.</p> <p>Good IT skills in the use of Microsoft packages and email.</p> <p>Minor handyman skills such as tightening a door handle.</p>
<p>Knowledge and Experience</p>	<p>Excellent customer service and organisational skills. The ability to represent Midland Heart in a positive manner with a common sense approach.</p> <p>Experience of concierge/shift work preferably within the housing sector.</p>
<p>Role Specific Skills & Behaviours</p>	<p>To be prepared to attend a number of internal and or external training courses appropriate to the post.</p> <p>Ability to work shifts including weekends and bank holidays, sometimes at short notice to cover sickness and absence.</p> <p>Ability to show initiative and resolve issues.</p>

	<p>Ability to deal with incidents calmly and effectively, and to communicate at a number of different levels.</p> <p>To be able to work equally well alone or as part of a team.</p> <p>Available to work flexibly.</p> <p>To demonstrate a friendly and approachable manner.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>
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