

Role Profile

Role Title:	Reception 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 Reception Concierge you will provide comprehensive concierge duties 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 Officer to address and resolve any issues that are identified.</p> <p>In return Midland Heart offer a competitive salary, Pension scheme, access to employee benefits including special offers, days out etc.</p> <p>In addition there is an Employee Assistance Program and extensive training opportunities</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 and to be responsible for the health, safety and welfare of yourself, all staff customers, visitors, contractors and any others in the workplace.</p> <p>Be able to deal with anti-social behaviour and appropriately communicate with residents, customers and other agencies including police, social service, and medical services.</p> <p>Be computer literate to undertake some day to day administration as</p>
----------------------------------	--

	<p>per line manager's instructions. Answering calls and managing users of Oasis House</p> <p>To complete health & safety checks and record appropriately.</p> <p>To provide clear, concise written reports as required.</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>Promote and uphold Midland Hearts policy on equal opportunities.</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>
--	---

Education, Qualifications and Training	<p>Maths and English GCSE or Equivalent</p>
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>