

Role Profile

Role Title:	Night Concierge
Department:	Independent Living
Role Purpose:	In your role as Night Worker 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.
Reporting to:	Senior Housing Officer
Responsible for:	None
Disclosure level:	Basic DBS & Social Media Check
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Service Delivery</p> <ul style="list-style-type: none"> • To provide a first point of contact for all customer enquiries. • 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 wellbeing of staff, customers & visitors. • Liaise with the police and other agencies to ensure the safety of customers and prevent damage to the fabric of the building. • Deal with anti-social behaviour promptly following Midland Heart's policies and procedures to prevent disruption to customers, visitors and neighbours. Completion of relevant paperwork. • Report any breaches of the licence agreement at handover. • 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. • To ensure that all safeguarding incidents are reported, managed, recorded and monitored in accordance with not only Midland Heart's policies and procedures but also those of the Local Authority.
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- Develop and maintain professional relationships with customers, external agencies and partners within Oasis House

Health and Safety

- To deliver and monitor the Health and Safety of customers, staff and visitors to the service and ensure adherence to policies, procedures and risk assessments.
- Ensure all customers have information about health and safety and what do in an emergency.
- Ensure fire safety standards are met in line with policies and procedures.
- Monitor and review CCTV including recording of data as required
- Comply with the buddy system with other schemes for health & safety reasons.
- To utilise the Manager on call rota in the event of serious event at the scheme or additional support needed.

Performance Management & Reporting

- 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 at the start and end of shift.
- To provide clear, concise written reports of any incidents at the scheme

General Requirements

- Attend training courses as designated by the organisation.
- Attend all meetings as required
- Any other duties commensurate with the nature and status of the role.
- To comply with Rota changes from time to time as directed by your line manager.
- To contribute to the continuous improvement of the service.
- Any other duties commensurate with the nature and status of the role

Education, Qualifications and Training	<ul style="list-style-type: none"> • Maths and English GCSE or equivalent.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of working with vulnerable people. • Knowledge and experience of customer involvement. • A good awareness of Health and Safety. • An understanding of confidentiality and data protection. • An insight into managing challenging situations, including customers who exhibit anti-social behavior.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • High customer service focus, with excellent communication and interpersonal skills. • Capacity to understand and maintain professional relationships with customers and follow relevant guidelines. • Able to deal with people in an assertive, fair and consistent manner. • Have good IT and keyboard skills and the ability to use databases. • Is able to work on own initiative and work as part of a team. • An ability to be flexible and responsive to the changing needs of the service • Understanding of and commitment to the principles of equality and diversity.