Role Profile

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| **Role Title:** | |  | | --- | | Night Concierge | |
| **Department:** | Independent Living |
| **Role Purpose:** | 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.  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.  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. |
| **Reporting to:** | Senior Housing Officer |
| **Responsible for:** | None |
| **Disclosure level:** | Enhanced plus Barring Lists |
| **Role Level:** | Detail the Behaviours & Standards level that this this role sits at:  [Frontline Worker](B&S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | **Service Delivery**  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 hearts policies and procedures to prevent disruption tocustomers, visitors and neighbours. Completion of relevant paperwork. Reportanybreaches 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.  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 |

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| **Education, Qualifications and Training** | Maths and English GCSE or Equivalent |
| **Knowledge and Experience** | Relevant 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** | 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. |