

Job Description and Person Specification

Job Title:	Concierge Assistant
Department:	Gentoo Property Services
Section:	Repairs & Maintenance
Grade:	Fixed
Responsible for:	N/A
Responsible to:	Concierge Supervisor

Purpose of the post: To assist with the provision of a comprehensive customer focussed support service within Gentoo Sunderland.

Principal Accountabilities

- Advise and assist residents with housing related issues.
- Receive, report and follow up on repairs for customers.
- Deal with out of hours calls from customers, including emergency repairs.
- Ensure all repairs are added to the Orchard system and appointments are scheduled on the DRS system.
- Ensure all customer contact is logged on Orchard dashboard.
- Understand and update relevant spreadsheets and statistics.
- Liaise with City of Sunderland Council/Social Services/Utility supplies.
- Monitor and control security of blocks and surrounding areas across the city through the use of CCTV and video recordings.
- Adhere to the Group's policies and procedures at all times.
- Ensure a high quality, customer focussed service at all times and support customer driven change.
- Demonstrate ownership and responsibility of customer issues.
- Promote a culture of collaborative working resulting in high performance and customer driven teams and share customer centred goals and objectives with colleagues across the business.
- Ensure the correct procedure is followed for fire alarms and fire safety and work/roof access.
- Operate the concierge systems, including monitoring of cameras, making calls, receiving calls from flats, using CCTV systems to view archived recorded images and securely transferring footage to archives.
- Understand and ensure the office panic alarm procedure is in place and followed.

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- Ensure any faults on the concierge system is dealt with appropriately, such as loss of communication and loss of camera picture.
- Monitor the door entry system and control access to blocks and advise residents of visitors wishing to gain entrance.
- Deal with lift repairs and calls to the ASB Helpline.
- Complete the incident reporting form where necessary and send to the appropriate neighbourhood team member.
- Deal with any calls from the Gas Servicing hotline, understanding the procedure and raise a job in Orchard/DRS.
- Deal with customer complaints including liaising with the appropriate Neighbourhood Management teams.
- Undertake general duties from time to time related to the position.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Cultural Values

- Do the right thing.
- Make a difference.
- Work together.
- Keep learning.
- Give all you've got.

Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the aims and objectives of our Environmental Strategy and draw to management's attention any adverse environmental impacts as well as actively engaging with the Planet Smart philosophy.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

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Employee Name:	
Employee Signature:	Date:

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This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

Skills and Knowledge

- Excellent communication skills with a wide range of customers and colleagues.
- Good organisational skills.
- IT skills.

Attributes

- Ability to plan own workload and meet deadlines.

Experience

- Experience of working in a performance driven, customer focussed environment.
- Administrative experience.

Other Requirements

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them, however we will not shortlist against these criteria:

- Ability to cover required operating hours of the post.
- Flexible approach to work.
- Be able to meet the travel requirements of the post.