

Role	Estate Officer Night Concierge
Team	Cartref Cynnes & Ty Dyffryn Extra Care
Reports to	Extra Care & Support Manager

The Caredig Way - Together we proudly create great places to live and work.

People - by ensuring that we are easy to communicate with and treat people as individuals.

Homes - **by** building and maintaining sustainable, affordable homes where people feel safe and secure.

Communities - by encouraging people to feel supported and connected to the communities they live in.

What you'll do

You will lead the Estates Services Team within our Extra Care schemes and be responsible for ensuring minor repairs, grounds maintenance and communal cleaning is maintained to a high standard.

As part of the Night Concierge cover staff and management of the team, you will ensure a safe and secure environment is provided to tenants during the overnight hours. With your customer focused approach, you will deliver person-centred services in our Extra Care schemes in Ammanford (Ty Dyffryn) and Carmarthen (Cartref Cynnes).

You will be vigilant, compassionate with a strong sense of responsibility and work flexibly with the Estates Team at Cartref Cynnes and Ty Dyffryn. You'll have excellent observation and problem-solving skills to identify potential risks and take the appropriate actions.

What we expect from you...

We want you to live our values through your attitude and behaviours towards colleagues, tenants, and stakeholders. It is essential that you champion and demonstrate these Values in all you do.

Together we are:

- ⇒ **Kind** - We recognise that relationships are at the heart of everything we do, and at the heart of good relationships is kindness.
- ⇒ **Trusting** - We trust people to do the right thing, and through mutual trust and respect we want everyone to feel that they belong.
- ⇒ **Innovative** - We continuously strive to be the best we can, constantly seeking creative ideas to improve and grow.
- ⇒ **Accountable** - We accept the responsibility of our role and recognise the importance of being held accountable for our actions.

All employees are expected to ...

- ⇒ Keep up to date with changes in systems, policies, procedures and working practices.
- ⇒ Take ownership for your own personal safety and of those around you.
- ⇒ Take the opportunity to develop your skills and knowledge.
- ⇒ Take responsibility for the integrity of the data you use
- ⇒ Contribute to a happy and positive workplace.
- ⇒ Treat everyone with respect and adopt a positive approach to diversity and inclusion.

What you'll be responsible for

Main Duties:

- ⇒ Manage teams that provide the Estates services within our Extra Care schemes including Cleaning, Estates and Night Concierge roles
- ⇒ Assist in recruitment, induction, supervision, performance management and appraisal of the Estates Services Team
- ⇒ You will form part of the night concierge cover staff and work when required alone, this is a night working role working across both Ty Dyffryn and Cartref Cynnes Extra Care schemes
- ⇒ Liaising with Delta Wellbeing and Delta Response on all tenant welfare related matters
- ⇒ Provide assistance to tenants in the event of an incident or emergency, such as helping with basic needs and providing comfort and reassurance whilst liaising the emergency services or family members
- ⇒ Securing the premises by patrolling the building, monitoring surveillance equipment, inspecting building, equipment, access points. Permitting entry to visitors, Delta Connect and the emergency services when necessary
- ⇒ Assisting with ENS / Fire related emergencies including assisting with evacuation of tenants when necessary
- ⇒ Performing regular fire safety inspections of all facilities within the Extra Care scheme
- ⇒ Liaising with Caredig's Out of Hours Repair Service when necessary
- ⇒ Liaising with senior management in Caredig, Carmarthenshire Council and oncall staff in the event of an emergency

- ⇒ Completing reports by recording observations, information, occurrences and surveillance activities. Liaising with both Caredig and Carmarthenshire Council care team on a regular basis on matters such as tenant welfare and any identified housing management issues
- ⇒ Undertaking cleaning duties such as dusting, sweeping and moping throughout the schemes as per schedules in the schemes
- ⇒ Perform, audit and track routine inspection and maintenance activities
- ⇒ Follow all Health and Safety regulations and understand your responsibilities under the Health and Safety at Work Act 1974. Record regular checks of equipment to ensure all in good working order
- ⇒ Keep up to date with all related policies, procedures and safe working systems
- ⇒ To work in a positive co-operative and supporting manner, contributing to service improvement
- ⇒ Attend team meetings and training sessions as required
- ⇒ Any other duties relevant to the nature of the post as required by management

Who you'll be working with

- ⇒ You will work collaboratively with all the staff from Caredig, agencies and Carmarthenshire Council at Cartref Cynnes and Ty Dyffryn
- ⇒ You will work collaboratively with colleagues from across all Caredig departments
- ⇒ You will work closely with agencies such as Delta Wellbeing, Delta Connect and the Caredig Out of Hours repairs service

Other

- ⇒ To be aware of Caredig's Single Equality Scheme regarding both employees and tenants and to promote a culture of equality and inclusion.
- ⇒ To be prepared to undertake any training required to improve your knowledge and skills to carry out your role effectively.
- ⇒ Be aware of your responsibilities under the Health and Safety at work Act and ensure safe working systems and procedures are always adopted.
- ⇒ Any other duties deemed reasonable by management within the remit of the role.

About you

What is needed for the role and whether it is essential or desirable.

Skills, Knowledge, Experience	Essential	Desirable
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Experience of leading a maintenance team or extensive experience working as part of a maintenance team	✓	
Knowledge of Health & Safety	✓	
Experience of carrying out a Fire Safety role with a similar / large multi-disciplined organisation	✓	
Flexible approach to working hours as shifts will include evenings, weekends and bank holidays	✓	
Be able to demonstrate an understanding of basic Health & Safety precautions required when carrying out cleaning duties	✓	
Knowledge and experience of cleaning and housekeeping	✓	
The ability to build and maintain good relationships with tenants and colleagues	✓	
Ability to work to a high standard unsupervised	✓	
Ability to work as part of a team	✓	
To be physically fit (due to requirement to assist with evacuations in the event of an emergency)	✓	
A positive attitude towards the promotion of equal opportunities and anti-discriminatory practice	✓	
Possession of a current driving licence	✓	
Basic literacy, numeracy and computer skills	✓	
Enhanced DBS (Disclosure & Barring Service) check (Caredig will pay for this)	✓	
Ability to communicate in Welsh		✓

