

Role Profile

POSITION	Night Concierge
RESPONSIBLE TO	Team Leader
SALARY JOB FAMILY	£24,566.88 per annum
CONTRACTED WORKING HOURS	39.37 average hours per week
LOCATION	Stoke-on-Trent
DISCLOSURE LEVEL	Enhanced Adults with barred list

Our Mission “Restoring hope and dignity through quality housing and support”

Our Values Valuing the Individual
Integrity and Fairness
Striving for Excellence

Our Association Adullam provides quality accommodation and support as an organisation motivated and informed by our Christian ethos.

PURPOSE OF THE JOB

The post holder will provide a reception service to keep the building safe and secure. They will also be a point of contact for service users who may require assistance. The post holder will be responsible for project standards, repairs monitoring and other administrative duties relevant to the role. They will be expected to deal with crisis situations and ensure a good standard of professional service is given and will be required to work within the Association’s Policies and Procedures.

You will be expected to contribute to the maintenance and development of the Association’s values, culture and ethos.

KEY RESPONSIBILITIES

1. Security and Welfare

- 1.1 To ensure the security of the premises at all times when on duty.
- 1.2 To keep a record of all significant events during the period of duty within a log that is cohesive and legible as this is a legal requirement.
- 1.3 To record and report any significant contact, or incidents involving the residents using the appropriate reporting tools in place, and to highlight these to the appropriate staff member at handover.
- 1.4 To respond to challenging behaviour and manage confrontation as trained, and by alerting the appropriate emergency services if required.
- 1.5 To maintain good working relationships with residents.
- 1.6 To liaise with other agencies as necessary.
- 1.7 To comply with the Association's policy and procedure regarding confidentiality and GDPR.

2. Duties

- 2.1 To monitor and manage access into the building ensuring that only residents, their invited visitors (as permitted) including professionals carrying out their duties are allowed access.
- 2.2 To observe, operate and manage CCTV and fob access equipment.
- 2.3 Ensure adherence to Health and Safety regulations appropriate to the building and service.
- 2.4 To report repairs and maintenance issues. To keep and update a log of repairs and maintenance issues.
- 2.5 To be responsible for contractors while they are on site, ensuring they are signed in and out of the building and have necessary access.

3. Other

- 3.1 To maintain professional boundaries with service users.
- 3.2 To provide high quality customer service.
- 3.3 Ensure accurate handovers at the start and end of shift with operational staff.
- 3.4 Attend team meetings when required.
- 3.5 To comply with the Association's procedures for reporting in and out of the workplace.
- 3.6 To be part of a staff team who are committed to promoting the aims and objectives of the Association.
- 3.7 To be part of a team who offer a wide range of skills and resources.

4. Culture, Values and Behaviour

4.1 To articulate and personally demonstrate Adullam’s set of values and behaviours.

4.2 To contribute to the building of a staff culture where every person feels empowered and valued.

5. Health and Safety

5.1 To be aware of the Policies of the Association and ensure they are carried out and that good practice is maintained.

5.2 It is your responsibility to take care of your own health and safety and that of your colleagues. See attached Appendix 1 - general employee H&S responsibilities. Once in post additional H&S responsibilities maybe delegated.

6. Co-production

6.1 Ensure Co-Production in all aspects of the services development, and embed Involvement at the core of service provision.

7. Relationships and Partnerships

7.1 To create, maintain and enhance effective working relationships both internally and externally, and to challenge inappropriate, unproductive behaviours or behaviours or values that do not replicate those of Adullam.

7.2 To build positive working relationships with residents.

8. Personal Development

8.1 Contribute to the overall development of the Association by using individual skills, strengths and abilities.

8.2 To actively participate in own annual performance review and objective setting.

8.3 To fulfil own agreed personal development and training programme.

9. General

9.1 To contribute positively to the Association’s efforts to ensure “Value for Money” of Adullam’s resources by delivering services with economy, efficiency and effectiveness

9.2 Any other duties that are deemed appropriate to the post.

9.3 The responsibilities of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

I have read and agree with the above:

Signed (employee)

Date



Person Specification

Post: Concierge

Location: Stoke-on-Trent

Please ensure these points are evidenced in your application

ESSENTIAL EXPERIENCE /KNOWLEDGE AND SKILLS

- Awareness of the issues faced by the client group
- Ability to manage the safety and security of the residents and buildings
- Record keeping skills
- Ability to identify and report repairs
- Communicates effectively both verbally and in writing
- Plans and prioritises effectively. Good time management and organisation skills
- Uses Information Technology to self-administer and for effective communication
- Understanding of the need for confidentiality
- Ability to respond appropriately to challenging behaviour

ESSENTIAL BEHAVIOURS

- An ability to demonstrate our values and behaviours and work within our Christian Ethos
- A commitment to working within the Association's Equal Opportunity Policy and Codes of Practice
- Flexible, approachable, positive and enthusiastic
- Focussed on actions and achieving outcomes
- Team player

GENERAL

- Promotion of service user involvement at all levels of service delivery

Appendix 1
Health & Safety Responsibilities

All Employees

INTRODUCTION

The nature of our working environment does not permit us to write extensive rules governing every detail of health and safety at work. However, if you read, understand and follow these rules you will help to comply with your legal duty and contribute to the safe running of our workplace.

If you do not understand what is expected of you, or if you are unsure about our safety rules, speak your line manager as soon as possible.

GENERAL

- It is the duty of all staff to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Staff must not intentionally or recklessly interfere with any equipment or guidance provided in the interests of health, safety or welfare.
- It is the duty of all staff to report any dangerous work situation and any shortcomings in our safety arrangements so that we can take the necessary remedial action.
- Staff must become familiar with the contents of our Health and Safety Policy and Procedures and our Health and Safety Management System.

WORKPLACE

- Keep all access points free from obstruction, slipping and tripping hazards at all times.
- Never leave cables or bag handles trailing across floors unless absolutely necessary and then only if the appropriate warning sign is used.
- Keep your work area clean and tidy, regularly remove rubbish and waste materials.
- Clean up any spillage immediately. In the case of hazardous substances, refer to the health and safety data sheet and the specific risk assessment or report immediately to the site responsible person.
- Only use equipment that you have received training and instruction for, and which you are authorised to use.

FIRE SAFETY

- Read the fire notices displayed within the premises, make sure you know how to raise the alarm if you discover a fire and that you understand the evacuation procedure for your workplace.
- Do not prop open fire doors or tamper with firefighting equipment, such as extinguishers. Report any accidental use of firefighting equipment and damage to fire and exit doors.
- Smokers must only smoke in designated areas and dispose of smoking materials in a safe manner.

ACCIDENTS AND HEALTH

- All injuries, accidents and cases of ill health, including minor injuries, caused by or affecting your work must be reported to your line manager.
- Ensure the details of your accident and injury are recorded.
- Report all dangerous occurrences and “near miss” incidents.
- Report any medical condition you may have, or medication you are taking which could affect your ability to carry out your work safely.
- You must not work if you have taken any substance that could affect your ability to work safely.
- Report immediately any damage caused to property.
- If you see a situation which has the potential to cause an accident or injury, you must report it immediately.
- Co-operate with any incident or accident investigation.

HAZARDOUS SUBSTANCES

- Before you use any substance marked as hazardous, make sure that you have received training and information on its safe use and handling.
- Ensure that you always read and follow the instructions marked on containers prior to use.
- Do not transfer hazardous substances from one container to another.
- Return hazardous substances to any designated storage areas after use.
- Only dispose of waste hazardous substances as instructed. If you are unsure of what to do you must ask.
- Immediately notify your supervisor or manager of any spillage.
- If you have any concerns regarding the use of hazardous substances speak to your line manager or site responsible person.