

JOB DESCRIPTION

Job Title:	Night Concierge
Service / Department:	Merriweather
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adults and Children Barring list check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The purpose of the post is to provide an on-site presence at supported accommodation operated by Saha, which includes waking cover overnight and/or at weekends, between hours specified by the local management team.

The post will work both alone and with others in part to providing a presence when support staff are not on site, ensuring the security of the building.

Key Relationships:

- Reporting to the local management team
- Providing a direct service to ensure the safe and secure operation of the building
- Member of the buddy system for Salvation Army Homes Night Concierge staff
- Representing the organisation to the public.

Main Duties and Responsibilities:

- To provide on-site presence which will include overnight waking cover or other unsocial hours as required by the service, in maintaining the safety and security of the building
- To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- Where applicable, to provide a first point of contact and ensure that clear and concise information is detailed to any on call staff at the scheme when necessary
- To supervise the entry and exiting of the building, for the purpose of security and safety. To monitor CCTV and patrol at regular intervals recording all findings
- To take appropriate immediate action in contacting emergency services and to accordingly take further action if required with authorisation limits
- Appropriately enforce tenancy conditions and house rules, following policy and local procedures to ensure that no misbehaviour is likely to have an effect on good order
- Responding to, dealing with and reporting any incidents within the service or directly outside the service that involve young people.
- Promote and encourage a high level of client consultation and communication

- Maintain full and accurate log of events relating to safety and security during the shift, for the purpose of clear and concise communication to service staff
- In the absence of cleaning staff, to carry out cleaning duties of common areas and vacant rooms in order to prepare rooms for letting
- Conducting building Health and Safety Checks as required and submitting report to management when fully completed.
- To identify building and security defects and report these appropriately
- To adhere to the post holder's own responsibilities to health and safety in the work place, and to colleagues, service users and the general public
- To work within established definitions of acceptable and unacceptable risks, to contribute to risk assessments and participate in risk management in accordance with policies
- To be a good team player and work constructively with colleagues and managers in all aspects of the post holders work
- To ensure all generic paperwork relating to allocations and lettings is created in advance of a young person being accepted for accommodation
- To engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach
- To complete housing management tasks which relate to the effective management of current and former tenant arrears
- To monitor cleaning and stationary supplies required for the service where applicable
- To apply equal opportunities and anti-discrimination policies and ensure rights to privacy and confidentiality are maintained
- To comply with the Staff Code of Conduct
- To undertake any reasonable additional duties as instructed by the line manager or management within the spirit of the role or the skills and abilities of the post holder

Related Activities:

- To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- None

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Ability to enable young people to sustain a tenancy
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g., Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability to plan forward, prepare and deliver life skills sessions

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?