

JOB DESCRIPTION

Job Title:	Day Concierge
Service / Department:	Abbott Lodge
Reports To:	Project Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adults Barring

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement, for people who have recently experienced homelessness and who are in need of support and accommodation. We work to enable the growth of people's strengths and talents supporting them to develop their skills and resources to transform their lives overcoming barriers which might include alcohol and drug dependences and enable independent living.

The Concierge will provide a site presence in the Service, ensuring the safety and wellbeing of residents and the security of the building.

Main Duties and Responsibilities:

- Maintain the safety of residents and the security of the building by being an on-site presence.
- Ensure the building remains secure by supervising all people entering and exiting the building.
- Monitor CCTV and undertake building checks at regular intervals recording and / or taking suitable action on all findings.
- Engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach.
- Talk to residents that maybe in distress and call the appropriate assistance.
- Clean various parts of the building
- Input data into client data base
- Encourage residents to follow tenancy conditions and house rules
- Manage any health and safety issues that may occur by maintaining good order and reporting risks that have an effect on good order or communal safety.
- Be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Contact the emergency services when deemed appropriate and in an emergency situation.
- Maintain a full and accurate log of events relating to safety and security during each shift.
- Ensure that any rooms that are due for relet are cleaned and in a lettable condition
- Prevent / investigate any Anti-Social Behaviour issues, disperse groups outside and deal with any neighbour complaints in the appropriate manner.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Engage with your colleagues and to maintain and contribute to a positive staff culture.

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:

- Demonstrable empathy with the client group
- Strong interpersonal and influencing skills
- Ability to use a computer to e.g. write up a security event log (e.g. Microsoft packages)
- Good understanding of or willing to learn management of anti-social behaviour and helping with room allocations
- Good understanding of or willing to learn health and safety and risk assessments within a residential setting
- Good time management skills and able to manage workload appropriately
- Able to work night shift on a rota basis

Experience and Interests:

- Experience of, knowledge or willingness related to working with people who have been homeless
- Proven capacity to deal successfully with difficult and complex situations
- Be aware of the challenges facing vulnerable people and the difficulties that these can present in a supported housing environment
- Experience preferable in a general needs or supported housing setting

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?