

---

## JOB DESCRIPTION

**Job Title:** Concierge

**Responsible to:** Directly: Housing Services Manager

---

### Job Purpose

Responsible for providing security cover and at times low level of housing related support to adults / young people living in supported or general needs accommodation as assigned. During the night and day, you will ensure that the premises are secure, monitoring the CCTV, enforcing policies and procedure, maintaining accurate / timely incident logs, liaising with the Emergency Services. Dealing with enquiries, communicating messages, collecting rent and service charges, completing health and safety checks, cleaning communal areas when required to ensure the safety of the building and residents.

You will assist in delivering a customer focused support and housing management service to our tenants within a safe and secure environment, communicating and interacting with tenants, resolving or signposting where appropriate.

### Duties

1. To ensure a customer friendly service is afforded to all tenants and visitors, providing general advice and assistance where appropriate or arranging appointments
2. To provide access to all communal areas when required or within the specified times
3. To provide internal and external security patrols throughout the project in order that all residents and their visitors are safe and can observe a physical point of contact. Patrol the building and grounds at the times specified and respond to any noise, unwanted behaviour and / or defects. Duties include, but are not limited to:
  - a) Dealing with and recording any anti-social behaviour including neighbour disputes, taking account of service users' vulnerability and, where necessary carry out risk assessments and implement any actions to minimise the risk.
  - b) Undertaking, in emergencies, minor repairs or contacting the required resource to handle other emergency repairs. Where there is any danger of damage to the fabric of the building from third parties, contacting the relevant authorities.
  - c) Responsible for ensuring that the security system (CCTV) in place is operated in accordance with procedures
  - d) Providing accurate detailed reports throughout the shift, recording all significant information within the handover document, to ensure day staff are informed of any relevant information / incidents, which may feed into the main support plan.
  - e) Responding and recording any faults, repairs or defects as specified ensuring any faults / repairs are promptly reported to the Maintenance Team.
  - f) Ensuring all residents and their visitors sign in and out of the building.

4. At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including:
  - a) To respect and promote the association's Christian ethos and uphold its values, namely:
    - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
    - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
    - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
    - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
    - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
  - b) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings;
  - c) To uphold at all times the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
  - d) To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
  - e) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
  - f) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

## Person Specification – Concierge

Criteria	Essential	Desirable
<b>Alignment with Ethos and Values</b>		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
<b>Skills</b>		
Excellent written / oral communication skills.	✓	
Excellent recording and observation skills	✓	
Confident and able to deal with difficult situations in a calm/resilient and competent manner	✓	
Able to make decisions in relation to rules and regulations without supervision	✓	
Able to evaluate appropriate responses to both internal and external communication.	✓	
To be self-motivated and able to work in a pressurised environment with minimal supervision	✓	
Able to work as a member of a team or alone	✓	
Good interpersonal skills- to develop a relationship of trust with residents and encourage and motivate them. To be attentive to emotional clues, be a good listener, understanding the relationship between feelings and behaviour.	✓	
To be able to prioritise and plan effectively.	✓	
Sympathetic to the needs of ex-offenders and homeless persons and have a commitment to encouraging residents to become more independent.	✓	
Computer literate and willing to develop skills where necessary	✓	
<b>Knowledge</b>		
A working knowledge of the issues faced by disadvantaged / vulnerable people.	✓	
An understanding of issues around homelessness		✓
Knowledge of understanding and tolerance of the client group behaviour		✓

<b>Experience</b>		
To demonstrate experience of working with and supporting other staff to deliver a high-quality support service to residents and service users.	✓	
Experience of working with socially disadvantaged groups of people within a supported environment.		✓
Experience of working within a residential or educational setting.		✓
Experience of working with young people or adults with challenging behaviours and personal difficulties.	✓	
<b>Qualifications</b>		
COSHH training qualification	✓	
First aid at work qualifications.	✓	
A good general level of education or relevant workplace experience.		✓