

ROLE **PROFILE**

JOB TITLE: Night Concierge

REPORTING TO: Manager

TEAM: Housing Managed Contract (forfutures)

JOB OVERVIEW

To work alongside customers living in supported accommodation, providing on site assurance and reactive support. To work collaboratively with colleagues, providing quality information to HSRW, ensuring a positive customer experience

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

Service delivery:

- On a reactive and ad-hoc basis engage with customers as appropriate as part of their support towards maintaining independent accommodation.
- With safe working practices at the forefront, be able to confidently and assertively manage challenging behaviours and find solutions to issues between customers
- Be able to problem solve and find solutions to issues or incidents.
- Manage any scheme 'protocols' such as visitors policies, with confident and assertive practice
- Working in partnership and supporting the housing management team to: achieve compliance and Health and Safety requirements.

- To work within the safeguarding protocols, working proactively by supporting and responding to issues relating to safeguarding vulnerable adults.
- Completing light domestic duties, including void properties.
- Carrying out building checks and welfare checks where relevant.
- Help with the general upkeep of the buildings including undertaking minor paintwork and basic household repairs i.e. changing toilet seats
- 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

Service Excellence

- Ensuring all systems are fully utilised and updated in line with processes, and any relevant paperwork is completed as required.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To positively promote and market the Service where appropriate.
- To follow clear strategies which provide continuously improving and effective housing related support to customers as relevant to a Concierge role.

Partnerships:

- Work in partnership with internal colleagues within forfutures and the wider group to deliver excellent service

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> Educated to a good standard Good standard of oral and written English and numeracy Awareness of Safeguarding Awareness of Homelessness legislation and practice Driving licence and access to a vehicle 	AF/QC AF/QC AF/QC/I AF/QC AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> An understanding of the support needs and the issues facing our customers Knowledge of health & safety regulations 	AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> Communication Positive relationships Solution focussed Team Player 	AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> Assertive Flexible Resilient Innovative 	AF/I AF/I AF/I AF/I

In partnership with



YOU'RE THE **DIFFERENCE**

Prepared March 2021

Improving lives for all

forhousing.co.uk

ForHousing 