



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 FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

Service delivery:

- On a reactive and ad-hoc basis, engaging with customers as appropriate as part of their support towards maintaining independent accommodation.





- With safe working practices at the forefront, being able to confidently and assertively manage challenging behaviours and find solutions to issues between customers.
- Being able to problem solve and find solutions to issues or incidents.
- Managing any scheme 'protocols' such as visitor policies, with confident and assertive practice.
- Working in partnership and supporting the housing management team to achieve compliance and Health and Safety requirements.
- Working 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.
- Helping with the general upkeep of the buildings including undertaking minor paintwork and basic household repairs. E.g. changing toilet seats.
- Undertaking 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.
- Fully participating in the development and operation of new systems, programmes, and initiatives.
- Positively promoting and marketing the Service where appropriate.
- Following clear strategies which provide continuously improving and effective housing related support to customers as relevant to a Concierge role.

Partnerships:

- Working in partnership with internal colleagues within ForFutures and the wider group to deliver excellent service.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day



MAKE A DIFFERENCE



- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any 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:

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 • Ability to travel between sites 	AF/QC AF/QC AF/QC/I AF/QC AF
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

