
JOB DESCRIPTION

Job Title: Concierge
Responsible to: Directly: Team Leader
Responsible for: Directly: None

Job Purpose

To deliver a customer focused housing management service to our service users within a safe and secure environment. Communicating and interacting with service users, resolving or signposting where appropriate.

Key Tasks and Responsibilities

1. To provide assistance to service users in accordance with the Association's Supporting People programme, legislation and good practice.
2. To ensure a responsive service for the welfare of service users, assisting with developing and maximising their potential, personal growth and development.
3. To deal and record with any anti-social behaviour including neighbour dispute, taking account of service users' vulnerability and, where necessary carry out risk assessments, and implement any actions to minimise the risk.
4. Assist with daily welfare checks.
5. To record all significant information within the night support log, to ensure day staff are informed of any relevant information / incidents, which may feed into the main support plan.
6. To ensure a customer friendly service is advocated to all service users and visitors, providing general advice and assistance where appropriate or arranging appointments.
7. In accordance with the complaints procedure, deal with complaints, promptly and effectively.
8. As necessary to provide assistance with:-
 - Photocopying and operation of general office equipment
 - Answer the telephone and transfer calls to staff, taking messages as necessary
 - Rent collection and help to minimise arrears.
 - Dealing with any breaches of the license agreement,
 - Dealing with abandoned tenancies and unauthorised occupiers,
 - Dealing with housing applications and bidding;
 - Maintaining records and writing reports.
9. Responsible for ensuring that the security system in place is operated in accordance with procedures.

10. To carry out checks, both internally and externally; -
 - Ensuring that access to the premises is restricted to authorised persons
 - Ensuring that the grounds and perimeter are safe
 - Ensuring that all required windows and doors are locked and secured
 - Ensuring all fire alarms and fire safety equipment are in full working order
 - Ensuring all smoke detection devices and alarms are fully functional
11. Ensure any faults/repairs are promptly reported to the Maintenance Team.
12. In emergencies, undertake minor repairs or contact the required resource to handle other emergency repairs. Where there is any danger of damage to the fabric of the building from third parties, contact the relevant authorities.
13. To carry out a risk assessment of the property.
14. Undertake any other reasonable duties commensurate of the grade of the post, which may be identified by the Housing & Accommodation Services Manager or Team Leader.

General Obligations

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To adhere to the YMCA's Health & Safety, Equal Opportunities and other policies and to contribute as required.
3. To promote the activities of the YMCA in a positive and conducive way to all staff, residents, other organisations and the general public.
4. To develop good working relationships within the YMCA, across all departments and centres.
5. To support and work within the Christian aims and purposes of the YMCA.
6. To ensure full compliance across Children's Services and Adult Services with the associations safeguarding standards. Ensuring that all Nurseries and Housing Services operate within the procedures for the relevant Local Safeguarding Board and the associations own policies and procedures.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

PERSON SPECIFICATION – Concierge

	JOB CRITERIA	Essential	Desirable
	Skills & Knowledge		
	Good written / oral communication skills	✓	
	Sympathetic to the Christian aims & purposes of the YMCA	✓	
	Self-motivation & ability to work under pressure with minimal supervision	✓	
	The ability to deal with difficult situations in a calm/resilient and competent manner	✓	
	The ability to adhere to Birmingham YMCA's Policies & Procedures, and in particular the Confidentiality and Equal Opportunities policies	✓	
	Excellent Recording skills	✓	
	Excellent Observation skills	✓	
	Experience		
	Experience of working with socially disadvantaged groups of people within a supported environment	✓	
	A working knowledge of the issues faced by disadvantaged/vulnerable people	✓	
	Experience of working in a residential setting		✓
	Qualifications		
	A good general level of education	✓	
	A relevant qualification in social care or support		✓
	Be committed to undertake further/additional training in line with the post	✓	
	Full UK/EU driving licence		✓