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## **JOB DESCRIPTION**

**Job Title:** **Concierge**

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### **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 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.

### **Key Tasks and Responsibilities**

1. To deal with and record 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.
2. To Build a rapport with all residents, staff and visitors and be available as a key point for questions, information and any other specific needs as they arise.
3. To respond and record any faults, repairs or defects as specified ensuring any faults / repairs are promptly reported to the Maintenance Team.
4. To undertake in emergencies 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.
5. In accordance with the complaints procedure, to respond promptly and effectively to complaints, from tenants. Resolve, where possible any issues raised focussing on first contact resolution and the identification of future learning opportunities to achieve customer service excellence.
6. 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
  - Assisting to help to minimise arrears
  - Collecting and record rent payments and issuing receipts
  - Dealing with any breaches of the license / tenancy agreement
  - Dealing with abandoned tenancies and un-authorized occupiers
  - Maintaining records and writing reports

7. To maintain a high standard of record keeping, updating and maintaining all manual and computerised records in an accurate and timely manner. To ensure compliance with the YMCA Birmingham's Data Protection policy and administrative procedures are adhered to.
8. To be responsible for ensuring that the security system in place is operated in accordance with procedures.
9. To ensure all residents and their visitor's sign in and out of the building.
10. To distribute and record mail issued to residents.
11. 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
  - Complete health and safety checks and ensuring all checks are recorded in the relevant folders
12. 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.
13. To take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and / or visitors. To diffuse difficult or dangerous situations and to summon outside assistance when necessary.
14. To provide access to all communal areas when required or within the specified times.
15. To provide access to laundry facilities at allocated times.
16. To Issue and taking payments for laundry tokens.
17. To assist with welfare checks and to carry out a risk assessments of properties.
18. To ensure reception and all communal areas are clean and tidy.
19. To provide accurate detailed reports throughout the shift recording 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.
20. To identify gaps in provision and assist colleagues in the development and implementation of new services as requested.
21. To ensure that all duties are carried out in a professional manner and in accordance with the guidelines and policies of YMCA Birmingham.

22. To ensure a customer friendly service is advocated to all tenants and visitors, providing general advice and assistance where appropriate or arranging appointments.
23. To attend training courses, supervision sessions and meetings as required and assist in the induction of new staff as requested.
24. Undertake any other reasonable duties commensurate of the grade of the post, which may be identified by senior management.
25. To be aware of YMCA Birmingham's values, policies and procedures that are current at any time and always to carry out duties accordingly.

### **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 Officer**

	<b>JOB CRITERIA</b>	<b>Essential</b>	<b>Desirable</b>
	<b>Skills</b>		
	To have good written / oral communication skills.	✓	
	To have excellent Recording Skills and Observation skills.	✓	
	The ability to deal with difficult situations in a calm / resilient and competent manner.	✓	
	Self-motivation and the ability to work under pressure with minimal supervision	✓	
	The ability to work as a member of a team or alone to co-operate to build team effectiveness.	✓	
	The ability to work on own initiative and make decisions under pressure	✓	
	Good interpersonal skills, including the ability to develop a relationship of trust with residents and encourage and motivate them.	✓	
	Computer literate capable of basic computer activities, or be willing to develop those skills where necessary.	✓	
	The ability to evaluate appropriate response to both internal and external communications	✓	
	The ability to prioritises and plan effectively	✓	
	The ability to produce clear, accurate and concise reports.	✓	
	The ability make decisions in relation to rules and regulations without supervision.	✓	
	The ability to be sympathetic to the needs of ex-offenders and homeless persons and have a commitment to encouraging residents to become more independent	✓	
	The ability to be attentive to emotional clues, listens well and understands the relationship between feelings and behaviour.	✓	
	Self-confident and calm in emergencies	✓	

	<b>JOB CRITERIA</b>	<b>Essential</b>	<b>Desirable</b>
	<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>		
	A good general level of education or relevant experience.	✓	
	SIA License		✓
	First aid at work qualifications		✓
	COSHH training qualification		✓
	<b>Other Work Related Requirements</b>		
	Sympathetic to the Christian aims & purposes of the YMCA.	✓	
	Flexible with regard to working nights/evenings and weekend hours- Full UK/EU driving licence or the ability to travel to all sites.	✓	