Job Specification

Job title: CCTV and Risk Management – Concierge Officer
Service: CCTV and Risk Management
Grade: G4
Reporting to: CCTV and Risk Manager

Your job

This is a multi-functional role which will primarily involve providing a meet and greet concierge presence in and around corporate properties and a residential housing estate. You'll provide this pro-active and re-active service to the public of the borough, Wigan Council colleagues and our partners who include the police and fire service and colleagues of the council.

You will provide a professional customer service approach together with the support of your colleagues to uphold and enhance the reputation of the Council. On occasions you may be required to carry out dynamic risk assessments and employ conflict resolution tactics to deter and prevent crime, disorder and anti-social behaviour.

You will also operate an array of IT software, hardware systems, specialist CCTV monitoring equipment and communications systems. You will help the council to achieve a safer environment for people who live, work and visit the borough.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an on-going basis you will:
- Provide a meet and greet concierge service for residents, tenants and visitors to corporate properties and a residential housing estate.
- Represent the Council in the role as a front-line customer facing member of the team
- Respond to routine and ad hoc requests for information from line management, internal and external sources in a timely, responsive manner.
- Assist and maintain systems for computerised and manual document control, to support the work of the team.
- Work to the standards laid down within the policies, processes and procedures of the team, directorate and Council.
- Ensure the integrity and accuracy of data and information used and processed within the service.
- Input and retrieve information from the corporate and local systems when necessary in order to produce statistical information for corporate and other reports.
- Carry out duties efficiently and effectively complying with National Legislation, Corporate, Departmental and Section Strategies, Policies, Protocols, Codes of Practice and Procedures.
- Give evidence in Court, at Public Inquiries and Tribunals as and when required.
- Participate in the promotion of the section including talks, site visits, tours and other events to support the revenue income generation capabilities of the section.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

You must be able to demonstrate the following essential requirements:

- Experience of working in a meet & greet concierge service environment.
- Trained in conflict resolution and have experience of implementing those skills
- Excellent customer care skills
- Respond to customer complaints covering a wide range of topics
- Carry out foot and mobile patrols in and around corporate properties and a residential housing estate.
- Carry out observations in response to intelligence and/or customer complaints
- Experience of writing comprehensive reports
- Keep accurate records of all incidents
- Working knowledge of specialist CCTV and/or IT equipment
- Good level of ICT skills with experience and competent knowledge of Microsoft packages, databases and other soft and hardware.
- Currently hold a valid Security Industry Authority Licence for Security Guarding/Door Supervision
- Currently hold or be able to obtain a valid Public Space Surveillance and Security Guarding.
- Be able to successfully pass and maintain the Greater Manchester Police Non-Police Personnel Vetting checks and British Standards 7858 Security Screening.
- Good interpersonal skills including establishing/maintaining trust and effective working relationship with clients, colleagues' including internal/external organisations and emergency services.
- Demonstrate good decision-making skills and ability to work on own initiative and within a team environment.
- Experience of working different shift patterns and being flexible in your approach to changing your shift patterns at short notice to support your colleagues and the team in general.
- Excellent numeracy and literacy and demonstrably similar level of knowledge, skills and experience relevant to the requirements of the post.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive… take pride in all that you do

Be Accountable… be responsible for making things better

Be Courageous… be open to doing things differently

Individuals with line management responsibilities are also expected to …

Inspire…lead by example and help others to see the big picture

Care… show genuine concern for people as individuals and value their contributions

Engage… I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough