

JOB DESCRIPTION

Post Title: Day Concierge

Service: Supported Living

Salary: £9.50 per hour

PURPOSE OF POST

- To act as the first point of contact for all visitors to the service/premises.
- To be courteous, respectful and helpful at all times ensuring diplomacy and a high level of professionalism at all times.
- To adhere to all the organisations policies and procedures with specific reference to confidentiality and GDPR.
- The concierge will respond to telephone calls, taking messages and passing on information as appropriate.
- To provide effective liaison with residents, care staff, other professionals and support organisations and other services such as building maintenance, and emergency services.
- To help support and address all health and safety and security matters appropriately ensuring the safety and wellbeing of all.
- To keep administrative building records such as visitors' book and fire register up to date and to ensure as much as feasible the safety and security of the premises.
- To conduct a variety of administrative duties such as filing and photocopying, etc.
- To contribute to the effective running of the wider supported housing service.

KEY TASKS, RESPONSIBILITIES, ACCOUNTABILITIES

- To provide a high standard level of customer service to our residents and all visitors to the development.
- To provide regular communication to customers with initial queries to resolution.
- To assist with on-site deliveries, customer queries and service requests.
- To act as main the point of contact on site to all customers providing information about the service, key contacts and location advice.
- To investigate faults and issues that arise within the development, this can be from leaks to fire alarms or other maintenance issues, making accurate recordings and reporting.
- To assume a good level of responsibility in relation to your own and building health and safety, ensuring a safe and secure working environment for yourself, residents and care staff.

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- To provide access and security for the building, ensuring the safety of residents as part of a team concierge rota, covering waking shifts between the hours of 10pm and 8am.
- To undertake specified building checks and to attend to all building, safety and security emergencies arising whilst on shift alerting other agencies to attend as and when required.
- Monitor CCTV and technology, responding as appropriate.
- To ensure that knowledge and awareness of the building / service is kept current and maintain an up to date knowledge of service health and safety regulatory compliance requirements and policies and procedures.
- To maintain written records and ensures that all appropriate paperwork is up to date.
- To provide assistance to the Resource Manager in the preparation of information and reports required regarding the building and around any incidents that may require investigating.
- To be self-motivating with sound written and verbal communication skills and a commitment to achieve positive outcomes.
- To have an empathetic and confident approach to your work and our visitors and residents.
- To possess good IT skills together with great organisational and time management abilities.

GENERAL DUTIES

- To be familiar with security, health and safety policies of the company.
- To provide support and cover to other concierge teams as and when required.
- To work in a variety of locations around the Borough of Oldham as required.
- To be able to work within the shift pattern, which will be discussed at interview.
- To accept regular support and supervision from your Line Manager.
- To maintain confidentiality at all times, in accordance with the agreed policy.
- To actively promote the equalities and diversity agenda in the workplace.
- To participate in self-improvement in performance through workplace development commensurate to the post.

No job description can be entirely comprehensive and the post holder is expected to carry out other housing/building duties as required which are broadly consistent with the concierge job description.

Reports To: Senior Community Support Worker and Resource Manager

Contacts: Residents, carers, social care staff, other professional staff, members of the public.

EMPLOYEE SPECIFICATION

Please provide as much information as possible to help us decide whether you meet the criteria below. Some criteria will be assessed from the information provided on your application form; Others will be assessed at interview or by selection tests as indicated. If you have a disability, the selection panel will shortlist you against the essential criteria only. Please ensure that you indicate on the application form whether or not you have a disability, so that this can be taken into account.

(Candidates must have and/or be able to demonstrate the following)

QUALIFICATION AND EXPERIENCE	Application Form	Interview	Test N/A
Experience working in a frontline customer facing environment.	✓	✓	
Experience working in a housing related field with either LA or RSL (desirable).	✓	✓	
Experience of working within a social care environment (desirable).	✓	✓	
SKILLS AND ABILITIES AND KNOWLEDGE	Application Form	Interview	Test N/A
Suitably proficient IT skills and ability to work with a variety of systems and procedures.	✓	✓	
Good interpersonal skills.	✓	✓	
Good problem solving and decision-making skills.	✓	✓	
Ability to remain calm and focused under pressure.	✓	✓	
Can work with minimal supervision.	✓	✓	
Possesses a good understanding of health, safety and security issues.	✓	✓	
Ability to work on own initiative to prioritise own work loads and evidence good time management skills.	✓	✓	
Ability to manage situations in a calm manor with a solution focused approach.	✓	✓	
Able to demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice.	✓	✓	

ATTITUDE	Application Form	Interview	Test N/A
Flexible and adaptable.	✓	✓	
Honest.	✓	✓	
Communicative.	✓	✓	
Effective team worker.	✓	✓	
Values health and safety and shows a commitment to ensuring a safe working environment.	✓	✓	
A willingness to undertake training as appropriate to the role.	✓	✓	
Ability and willingness to work flexibly, including nights, weekend and Bank Holiday work.	✓	✓	

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ADDITIONAL INFORMATION

DBS: The post will be subject to an enhanced Disclosure and Barring Service checks and references.

Health and Safety: All successful applicants must be prepared to comply with the MioCare Group's health and safety policies and attend all relevant statutory training as required.

Diversity and Inclusion: The MioCare Group is committed to diversity and inclusion and all staff must demonstrate respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education and religion.

Attendance: There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy).

Probation: Appointments are subject to satisfactory completion of a probationary period, normally six months.

Location: Oldham.