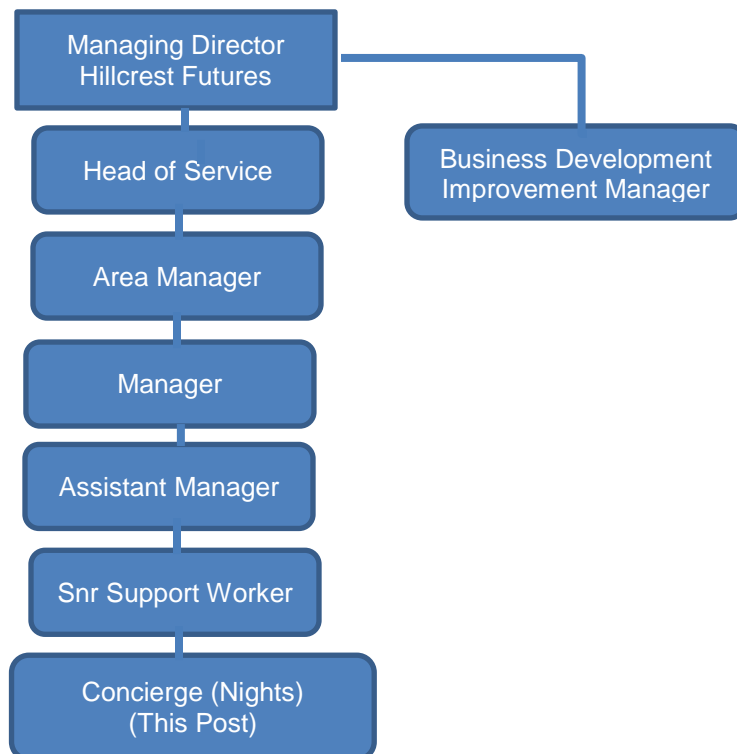




Job Description

Job Title: Concierge (Nights)
Department: Hillcrest Futures
Salary: £18,252 - £18,396 per annum (Full Time)
Responsible to: Manager and Assistant Manager

Organisational Structure



Main purpose of post:

The Concierge will have responsibility for the upkeep and security of the building during the night. The Concierge is responsible for reporting, and keeping a log of any repairs or maintenance required. The concierge will act as the first point of contact for service users,

members of the public and the emergency services. It is anticipated that the Concierge will provide help and assistance with housing management issues as and when necessary.

In order to assist service users if necessary, the concierge will need to be aware of and knowledgeable on the conditions of tenancy, Hillcrest Futures Policies and procedures and any policies and procedures specific to the building.

Main Duties:

- 1 Allow service users and other authorised individual's access to the building during the night. This will be aided by Closed Circuit Television.
- 2 Assist service users to maintain the safety of the dwelling and maintain balanced communities.
- 3 Make regular inspections of all internal and external common areas of the development, ensuring they are kept in a clean, tidy and safe condition. This will be done with the assistance of the Closed Circuit CCTV system.
- 4 Carry out minor repairs as necessary Assist service users to achieve the skills necessary to deal with minor repairs.
- 5 Ensure any repairs required are reported timeously and liaise with emergency contractors.
- 6 Assisting service users and support staff, however possible, in the event of any emergency arising.
- 7 Report on all vandalism within the building and, or area and take whatever preventative action possible.
- 8 Report any service users who do not comply with their conditions of tenancy.
- 9 Reduce or eliminate any noise or disturbance.
- 10 Maintain a log of events in the prescribed manner. Record information appropriately and pass on relevant information to the staff team.
- 11 Be familiar with the positioning of all building related services, such as electricity and water.

- 12 Respond to internal alarms in accordance with guidelines and follow the procedure to be applied in the event of a fire alarm and, or fire.
- 13 Be trained in first-aid procedures
- 14 Provide cover for periods of absence for holidays, sickness etc. Work a shift pattern which will include weekends.
- 15 Attend as appropriate, training courses and events to ensure continuous development of skills.

Any Other Duties:

Carry out any other reasonable duties as required by the organisation.