

(Support Staff)

CONDITIONS OF SERVICE

Hours:	39 hours are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.
Contract:	This is a Permanent post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
Salary:	Salaries are paid monthly, directly into a bank account of your choice. The rate of pay for the Concierge (Nights) post for is £9.50 per hour .
On Call:	The post holder may be required to carry out On Call duties from home. A payment of £16 per shift will be paid for this.
Overtime:	Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.
Pension:	Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1 st April 2019. Further details of the scheme are available from the payroll team.
Health Plan:	Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.
Annual Leave:	The holiday year runs from 1st January - 31st December. The full holiday entitlement is 249.6 hours per annum rising to 288.6 hours. 5 days Public holidays have been included in this annual leave entitlement. Unit Managers will commence on 288.6 hours per annum. Annual leave is calculated on a pro rata basis for part time staff.
Qualifications:	Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.
Rehabilitation of Offenders Act 1974:	If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or

withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at www.disclosurescotland.co.uk and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

Trades Union: Employee's have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

No Smoking Policy: Smoking is prohibited in all projects and at Head Office. Designated smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

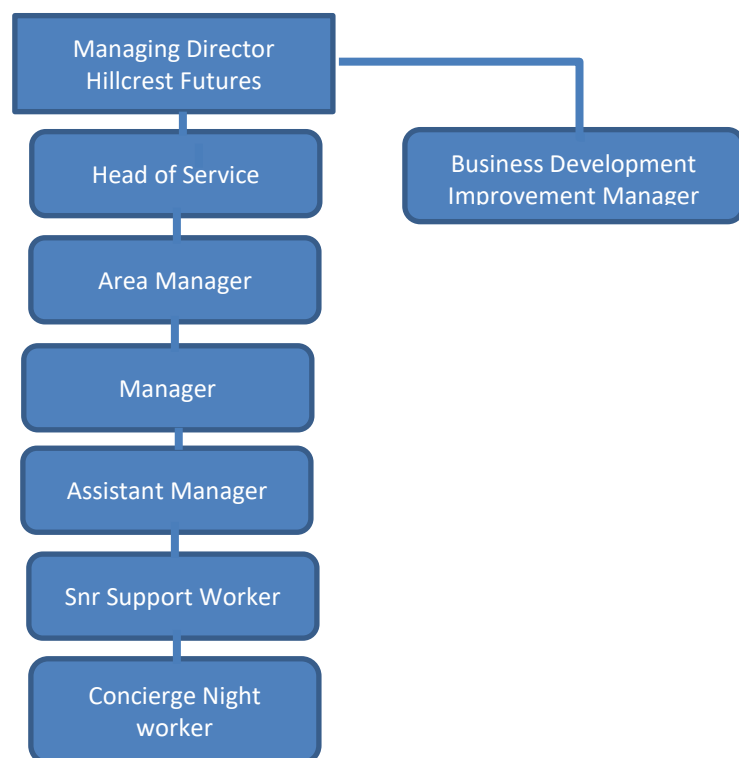
Equal Opportunities: Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Applications: Please forward applications before the closing date

Job Description

Job Title: Concierge (Nights)
Department: Hillcrest Futures
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:

- Allow service users and other authorised individual's access to the building during the night. This will be aided by Closed Circuit Television;
- Assist service users to maintain the safety of the dwelling and maintain balanced communities;
- 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;
- Carry out minor repairs as necessary and assist service users to achieve the skills necessary to deal with minor repairs;
- Ensure any repairs required are reported timeously and liaise with emergency contractors;
- Assisting service users and support staff, however possible, in the event of any emergency arising;
- Report on all vandalism within the building and, or area and take whatever preventative action possible;
- Report any service users who do not comply with their conditions of tenancy;
- Reduce or eliminate any noise or disturbance;
- Maintain a log of events in the prescribed manner. Record information appropriately and pass on relevant information to the staff team;
- Be familiar with the positioning of all building related services, such as electricity and water;
- 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;
- Be trained in first-aid procedures;
- Provide cover for periods of absence for holidays or sickness;
- Work a shift pattern which will include weekends;
- 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.

Person Specification – Concierge (Nights)

Attribute	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> • Basic literacy and Numeracy skills 	<ul style="list-style-type: none"> • IT skills 	Application Form Certificates
Experience	<ul style="list-style-type: none"> • Previous experience of working with people 	<ul style="list-style-type: none"> • Previous experience of concierge work in a similar setting • First aid training and health and safety awareness 	Application Form Interview
Proven Competencies	<ul style="list-style-type: none"> • Ability to demonstrate good communication skills • Ability to demonstrate good people skills • Ability to demonstrate good organisational skills • Ability to keep careful records or log of events • Ability to work alone on own initiative • Ability to demonstrate a flexible attitude that doesn't compromise standards • Ability to show a willingness to help others 	<ul style="list-style-type: none"> • Ability to evidence Customer Care experience • Ability to evidence awareness of occupancy rights • Ability to carry out minor repairs 	Application Form Interview References
Role Specific Requirements			Interview References