

**Job Description**

**Job Title:** Relief Concierge

**Department:** Housing Services Department

**Grade:** A

**Responsible to:** Tenancy Support Coordinator

**Role Purpose:**

The concierge will have responsibility for the upkeep and security of the Development and to report any repairs or maintenance required to the Asset Management Department promptly. It is anticipated that the concierge will provide help and assistance to tenants as and when necessary

**Main Duties:**

* Monitor and restrict access to the building by groups or individuals. This will be aided by Closed Circuit Television.
* Assisting the tenants to maintain the safety of the dwelling and communal areas. 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.
* Carry out minor repairs as necessary (eg. Bulb replacement). Assist tenants to achieve the skills necessary to deal with minor repairs.
* Ensure any repairs required are reported timeously to the Association.
* Supervision of the communal facilities including laundry and common room.
* Assisting tenants and support workers, however possible, in the event of any emergency arising.
* Report on all vandalism within the building / area and take whatever preventative action possible.
* Report any tenants 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.
* Be conversant with the position of all stopcocks and switches and the procedure to be applied in the event of a fire.
* Be trained in first-aid procedures.
* Provide cover for periods of absence for holidays, sickness etc.
* In order to assist tenants, if necessary, the concierge will need to be aware of and knowledgeable on the conditions of tenancy and the Association’s Housing Management Policies and procedures.
* Attend as appropriate, training courses and events to ensure continuous development of skills.
* Any other duties



**Person Specification – Relief Concierge**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Presentation** | * Smart Appearance * Confident |  | * Interview |
| **Qualifications** | * Basic literacy and numeracy |  | * Application Form * Certificates |
| **Experience** | * Working with vulnerable client group | * Previous experience of caretaking * First aid training and health and safety awareness * Previous experience of CCTV | * Application Form * Interview |
| **Skills & Abilities** | * Good communication skills * Ability to deal with difficult/emergency situations * Good organisational skills | * Customer Care experience * Ability to keep careful records or log of events * Awareness of tenancy management and house rules | * Application Form * Interview * References |
| **Disposition** | * Ability to work on own * Ability to use initiative * Good people skills * Non-judgemental attitude * Willingness to help others |  | * Interview * References |



**(Relief Staff)**

**CONDITIONS OF SERVICE**

**Hours:** No guaranteed hours, work on a casual ‘as and when required’ basis, to cover for holidays and, or sickness. Hours 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. This may include weekend and evening work

**Pay:** Relief Staff are paid on an hourly rate: -

Relief Support Worker - £12.89 per hour

Pay is paid monthly, one month in arrears directly into your bank account of your choice.

**Annual Leave:** Relief Staff accrue annual leave entitlement for any relief work carried out. You will receive 28 days/5.6 weeks annual leave, and this will be paid at your average earning for the previous 52 weeks.

Your annual leave will be record on the Gateway so will be clear on your balance from January until December.

**General:** The Organisation’s Conditions of Service are broadly in line with the National Joint Council for Local Authorities Service, Scottish Council, for residential staff.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. 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 Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions, you must declare

**Offenders Act 1974:** 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 and, or 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](http://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 HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**SSSC Registration** Staff are required to register with the SSSC in the appropriate worker category within Care at Home and Housing Support Services. Those working in Edinburgh will be required to register with Housing Support Services only. SSSC registration must be obtained within 6 months of commencing the post. Failure to register within the 6-month period may result in your contract being terminated. Staff will be responsible for maintaining their registration throughout their employment with Hillcrest Homes.

**Equal Opportunities:** Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable 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