

JOB DESCRIPTION

Job Title:	Night Concierge
Service / Department:	The Limes
Reports To:	Service Manager
Responsible For:	n/a
DBS Check:	Enhanced with Adult List

Job Purpose:

At Salvation Army Homes, we provide comprehensive, good quality housing services, support and resettlement.

The Night Concierge will provide a waking, overnight on-site presence in the Service, ensuring the safety and wellbeing of residents and the security of the building.

Main Duties and Responsibilities:

- To maintain the safety of residents and the security of the building by being an overnight on-site presence.
- To ensure the building remains secure at night by supervising all people entering and exiting the building.
- To monitor CCTV and undertake building checks at regular intervals recording and / or taking suitable action on all findings.
- To identify building and security defects and report these appropriately
- Maintain full and accurate log of events relating to safety and security during the shift, for the purpose of clear and concise communication to service staff
- Where applicable, to provide a first point of contact and ensure that clear and concise information is detailed to any on call staff at the scheme when necessary.
- To engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach.
- To support clients that may be in distress and call the appropriate assistance
- To monitor cleaning and stationery supplies required for the service where applicable.
- To apply equal opportunities and anti-discrimination policies and ensure rights to privacy and confidentiality are maintained.
- To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- To manage any anti social behaviour that may occur by maintaining good order and reporting risks that have an effect on good order or communal safety.
- To contact the emergency services when deemed appropriate and in an emergency situation.
- Maintain a full and accurate log of events relating to safety and security during each shift.

- To ensure that any rooms that are due for relet are cleaned and in a lettable condition and clean other areas of the building when required.
- To prevent/investigate any anti-social behaviour (ASB) issues, disperse groups outside and deal with any neighbour complaints in the appropriate manner.
- The postholder is responsible for fulfilling duties in relation to health and safety and safeguarding, that are relevant to their role, as set out in the Health & Safety Policy and Safeguarding policies, including dealing with and / or reporting issues in accordance with local requirements.
- To undertake any reasonable additional duties as instructed by the line manager or management within the spirit of the role or the skills and abilities of the post holder.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

- GCSE English and Maths

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to work night shift on rota basis
- Willingness to take part in outdoor/residential activity on occasion
- Ability to plan forward, prepare and deliver life skills sessions

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S

Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?