

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Night Concierge
Service:	Newhaven Foyer
Reports to:	Projects Manager
Responsible for:	N/A
DBS check	Enhanced with Adults and Children Barring list check

Job Purpose:

At saha we are dedicated to providing comprehensive, good quality housing services, support and resettlement, for people who have recently experienced homelessness and who are in need of support and accommodation. Newhaven Foyer works to enable the growth of people's strengths and talents supporting them to develop their skills and resources to transform their lives.

The Night Concierge will provide an overnight 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 (waking night).
- 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 engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach
- To support clients that maybe in distress and call the appropriate assistance
- To clean various parts of the building as required, and monitor cleaning and stationery supplies
- To input data into our client data base
- To encourage residents to follow tenancy conditions and house rules
- 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 be consciously aware of and use saha safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- To contact the emergency services when deemed appropriate and in an emergency situation



- To conduct building security checks, fire safety checks and other basic safety checks across both buildings on a daily basis and maintain a full and accurate log of events relating to safety and security during each shift
- To identify any Health and Safety hazards onsite, remove the hazards if possible and to keep a clear log of hazards and action taken
- To prevent/investigate any Anit Socail Behaviour issues, disperse groups outside and deal with any neighbour complaints in the appropriate manner

Related activities:

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

PERSON SPECIFICATION

Job Title:	Night Concierge
Service:	Newhaven Foyer

Essential Qualifications / Memberships:

- N/A

Aptitudes / Abilities:

- Demonstrable empathy with the client group
- Strong interpersonal and influencing skills
- Ability to use a computer and record accurate client notes
- Good understanding of or willing to learn management of anti-social behaviour and helping with room allocations
- Good understanding of or willing to learn health and safety and risk assessments within a residential setting
- Good time management skills and able to manage workload appropriately
- Able to work night shift on a rota basis

Experience / Interests:

- Experience of, knowledge or willingness related to working with people who have been homeless
- Proven capacity to deal successfully with difficult and complex situations
- Awareness of challenges facing vulnerable people and the difficulties that these can present in a supported housing environment
- Experience preferable in a general needs or supported housing setting

Values and behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience