

CONCIERGE/SECURITY OFFICER

JOB DESCRIPTION

1. Position in Organisation

- 1.1. Accountable to the Operations Manager/Supervisor.
- 1.2. Organisational chart, see appendix 1.

2. Main Purpose of Role

- 2.1. The Concierge Officer provides first contact and safeguarding to clients. This includes providing a high level of customer service, recognising safeguarding concerns, identifying and reporting risks to people, report writing and providing handovers.
- 2.2. The Concierge Officer controls access to buildings, monitors CCTV systems, carries out regular patrols and H&S checks, and deals with emergencies.
- 2.3. The Concierge Officer may be required to undertake both static shifts based within housing projects and roving shifts visiting projects in different locations. The service operates 365 days a year on a 24/7 basis.
- 2.4. The Concierge Officer will be based in housing projects served by CAYSH Concierge Services. These projects provide short stay accommodation for young people in housing need, vulnerable client groups and adults with Mental Health needs. Some of these clients will be high risk and may present difficult or challenging behaviour.
- 2.5. Concierge Officers will be expected to work alone during shifts and in all cases they will have access to advice and support from Colleagues, Supervisors and an Out of Hours Management On Call Service.
- 2.6. When roving, Concierge Officers are expected to visit and patrol all housing projects on a rotation basis with an emphasis on properties where there have been identified risks concerning safeguarding and/or anti-social behaviour.

3. Key Accountabilities

3.1. Shift Duties

- 3.1.1. To support the work of the housing project by ensuring that it and the clients are safe and secure at all times through the provision of day time cover and overnight waking cover.
- 3.1.2. To provide a high level of customer service by being vigilant, alert, proactive, approachable and responsive to the needs of the clients at all times.
- 3.1.3. To carry out all duties according to CAYSH Concierge Services' procedures.

3.2. Residents Support

- 3.2.1. To provide basic first contact advice and support to clients and to contact the Supervisor and the Managerial On Call Service as appropriate.

3.3. Health and Safety

- 3.3.1. To actively ensure the security of the buildings through door supervision and management, visual inspection, internal and external patrols, regular Health and Safety checks and the monitoring of the CCTV system.
- 3.3.2. To record any findings in line with policy and procedure.

3.3.3. To take action in the event of a fire or emergency and calling emergency services as appropriate.

3.4. Safeguarding

3.4.1. To ensure the clients are protected from harm and that any concerns are reported in line with CAYSH Concierge Services' policy and procedures, Protection of Vulnerable Adults (POVA) and the London Safeguarding Procedures.

3.5. Administration

3.5.1. To complete all duty logs, day books, checklists, handovers and reports in line with CAYSH Concierge Services' procedures.

3.5.2. To log any reported maintenance issues and liaise with Support and Housing Management Staff as appropriate.

3.6. Teamwork

3.6.1. To support, complement, liaise with and work alongside the entire team to provide an effective and positive service to vulnerable client groups.

3.6.2. To support the work of project staff by appropriately responding to handover information.

3.6.3. To support the work of project staff by recording and handing over relevant information before, during and after each shift.

3.6.4. To take responsibility for punctual attendance ensuring appropriate handover takes place.

3.6.5. To participate in supervisions, appraisals and training as appropriate and to take active responsibility for developing skills and knowledge.

4. **General Duties**

4.1. To ensure that Equality & Diversity Policy and Procedures are actively promoted in all areas of work and that services are accessible to all individuals.

4.2. To ensure that all policies are adhered to at all times by clients and visitors.

4.3. To contribute to the overall running of housing projects by ensuring a high standard of general upkeep and maintenance.

4.4. To regularly participate in the review of policies in line with legislation.

4.5. To attend supervision, staff meetings and any other relevant meetings as directed.

4.6. To attend forums, seminars and training as required by the post and agreed by the Supervisors and/or the Operations Manager.

4.7. To work proactively as part of a team.

4.8. To work at all contracted locations as and when required or directed.

4.9. To carry out any other duties appropriate to the post as directed by CAYSH Concierge Services Management.

5. **Other Duties**

5.1. To ensure confidentiality of all personal data held in your care as specified in the Data Protection Act 1998.

CONCIERGE/SECURITY OFFICER PERSON SPECIFICATION

1. KNOWLEDGE & EXPERIENCE	
1.1. A mature & non-judgmental attitude to working with a client group that may present challenging behaviour.	Essential
1.2. A basic understanding of the often complex issues likely to be presented by vulnerable people. These are likely to include: mental and physical ill health; challenging behaviour including sexualised behaviour; drug and alcohol abuse; anti-social behaviour; offending and young people leaving care.	Essential
1.3. The confidence to challenge appropriately and the ability to use initiative and make reasoned and quick decisions within policy and procedural framework.	Essential
1.4. An understanding of Health & Safety at work and the likely issues to occur in a residential building.	Essential
2. SKILLS & ABILITIES	
2.1. <u>Analytical Thinking</u> - Sifts and analyses information to solve problems. Able to understand and follow detailed operational procedures.	Essential
2.2. <u>Commitment and Drive</u> - Conscientious, professional, proactive and solution focussed.	Essential
2.3. <u>Efficiency and Effectiveness</u> - Organises & prioritises, delivers on time & meets standards.	Essential
2.4. <u>Teamwork</u> – Considerate, supportive, flexible and responsible. Able to embrace change and work within a team.	Essential
2.5. <u>Effective Communication</u> - Articulate, able to communicate effectively both verbally and in writing (i.e. clearly and concisely) at all levels of the organisation with partners, clients and with service users.	Essential
2.6. <u>Resilience</u> - Responds positively to challenges, is reflective and not risk averse. Demonstrates emotional intelligence.	Essential
2.7. <u>Customer Service</u> - Builds effective relationships with appropriate boundaries. Enables positive relationships with service users and frontline staff. An ability to problem solve and look for solutions reducing levels of risk that people may become harmful or may be harmed themselves.	Essential
2.8. <u>Embracing Change and Innovation</u> – Responds positively to new ideas and change, proactive and solution focussed.	Essential
2.9. <u>IT Literate</u> – Comfortable with MS Office 2010 (Outlook, Excel, Word etc.), and shared servers/drives.	Essential

2.10. <u>Administration</u> – Good numerical and literacy skills as well as administration skills.	Essential
2.11. Ability to work under your own initiative and support the frontline staff to deliver a high quality service. Ability to work alone without direct supervision.	Essential
2.12. A driver with a clean UK driver's license.	Desirable
2.13. Use of own vehicle for work purposes when required.	Desirable
2.14. Valid Security Industry Authority (SIA) registration and licenses as a Door Supervisor and in CCTV Monitoring.	Desirable

3. PHYSICAL CIRCUMSTANCES	
3.1. Reasonable level of physical fitness such as the ability to climb stairs and undertake light lifting.	Essential
3.2. Ability to work flexibly including working regular shifts during the night and day as part of a service that operates 7 days a week, 365 days a year.	Essential
3.3. Ability to work effectively alone at night and throughout a shift.	Essential
3.4. Good work attendance record with no health problems likely to impact adversely.	Essential