A close up of a sign

Description automatically generatedJob Description

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| Job Details | | | | |
| **Job Title** | Multiple Site Concierge/ Sessional | | **Report to:** | Concierge Manager |
| **Department** | Housing | | **Date Created** | November 2023 |
|  |  | | **Last Review Date** | March 2025 |
|  |  | |  |  |
| Job Summary | | | | |
| The Concierge main aim is to provide our customers with a high quality and customer focused service that maintains our homes and common areas to the standards our customers expect. This includes a range of functions such as security patrols, cleaning of common areas, dealing with tenant assists and requests, liaise with contractors, both internal and external to deliver whether an emergency situations or scheduled works within the Associations property, whilst aiding and supporting colleagues, the Association, and its customers. We are a highly motivated team committed to promoting the vision and values of the Association.  The main focus of our department is to ensure we provide a service which our assets are maintained, improved, and protected, whilst ensuring that our customers are satisfied with the work we provide.  The post requires excellent customer services skills, competency in the use of computer systems i.e. word and be flexible, hardworking individual. It is advantageous to possess a detailed knowledge of CCTV, whilst adhering to all health and safety policies and procedures. Working effectively and efficiently, both within a team setting and on your own and demonstrating an ability to make informed decisions is crucial to this role.  The hours of work can vary within this role but will consist of 4 days on, 4 days off shift pattern working 12-hour shifts and is classed as a permanent day shift role starting at 8am to 8pm. Enhanced payment for working and of the 15 days public holidays.  All staff of the Association must understand and implement the values of Southside Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected.  You will understand and implement the core values of Southside Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. You will abide both in spirit and legally by the Equalities and Diversity legislation and Policies. You will treat all personal data in strict adherence of the General Data Protection Regulations (GDPR). | | | | |
| Values and Competencies | | | | |
| **Southside’s Core Values:**   * Respect – We will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated. * Integrity – We will conduct ourselves with honesty and transparency. * Positivity – We strive for positive outcomes and focus on the solutions that will deliver them. * Responsibility – We will be dependable, professional, reliable and consistent.   **Core Competency Areas:**   * Communication with staff and external agencies and contractors * Ensuring jobs are completed to the Associations standards. * Showing leadership and inspiration at your level in the organisation.   What does this mean for the post holder:   1. You will demonstrate an awareness and understanding of your role and your place in the team and take responsibility for your actions. 2. You will seek advice and support appropriately from colleagues and the Concierge Manager. 3. You will be self-motivated, positive, and supportive of your colleagues and the Association. 4. You will demonstrate respect, honesty, and professionalism across all areas of your job. 5. You will fully participate in your development and performance, keeping up to date with new processes and any changes. 6. You will be customer focused whilst delivering the highest standards to our residents. | | | | |
| **Job Outputs** | | | | |
| **Role Output** | | | **Includes the requirement to** | |
| Customer Service | | | * Ensure customer standards in concierge service delivery, particularly in relation to telephone, personal callers, and complaints. * Ensure customer queries are dealt with timeously. * Be open, accessible, and approachable to customers and contractors. * Exhibit a high degree of integrity particularly in relation to data protection. * Ensure customers are kept informed with site related matters. * Liaise effectively with both internal & external agencies in relation to concierge site matters. * Deliver high standards of cleanliness and security. * Ensure daily work sheet tasks are being completed to the highest standards. | |
| Health & Safety | | | * Identify H&S issues regarding standard of repair e.g. lights, glass, stair treads and report as appropriate – Monitor action and follow up as required. * Deliver appropriate action in case of lift car alert and housing alarms. * Liaise with other staff on issues highlighted via CCTV or alternative methods. * Report breaches of H&S immediately to the department and Concierge Manager. | |
| Estate Management. | | | * Deliver and fully participate in Estate Management tasks that are required by the Concierge Manager. * Support housing officers in all estate management tasks as required. * Identify vandalism and address or report to the relevant department. * Assist housing management staff to enforce breaches of tenancy conditions by highlighting tenants who are responsible. | |
| General Duties | | | * Carry out all tasks relevant to the post as instructed by the Concierge Manager. * The employee must be competent in all aspects of the Concierge service as you would be covering other sites when required. * Wear the uniform issued by the Association whilst on duty. * Clean common areas in all properties including lift cars, foyers, glass, stairs, and landings in line with agreed requirements and ensure standards are maintained. * Liaise with relevant officers regarding tenant queries and homeowners on request. * Provide a comprehensive service to residents and visitors and contractors. * Ensure all incidents are reported timeously. * Report all bulk uplifts. * Provide a caring friendly service. * Be vigilant to potential acts of vandalism and address or report accordingly. * Adhere to the Data Protection Act 1988 in relation to all enquiries made regarding tenants. | |
| Key Relationships | |  | | |
| Who? | | Why? | | |
| Concierge Manager | | Head of Department/ Line Manager | | |
| Housing Officer | | Team Members | | |
| Concierge Officers | | Team Members | | |
| Mobile Facilities Team | | Team Members | | |
| Customer Service Department | | Main contacts for reporting of communal repairs | | |
| Contractors | | Establish a working relationship to ensure quality service delivery of works on site. | | |
| Emergency Services | | Aid in emergency situations. | | |

Name: ………………………………………………………………..

Signature: …………………………………………………………….

Date: ………………………………………………………………….