Job Description

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| Job Details |
| **Job Title** | Concierge | **Report to:** | Concierge and Mobile Estates Manager |
| **Department** | Housing | **Date Created** | November 2023 |
| **Grade** | TAS3 | **Last Review Date** | June 2025 |
| **Points**  | 1-2 | **Salary** | £28406-£29631 |
| Job Summary |
| The role of the Concierge is to provide our customers with a high quality and customer focused service that maintains our internal and external common areas to the standards our customers expect. The role will cover a range of sites including high rise and mini multi properties. Key functions include security patrols, cleaning of common areas, assisting tenants with small requests (e.g. taking bin bags down for those who are unable or changing a light bulb for example) and liaising with contractors when attending to emergency or scheduled works. Although you will predominantly be working alone on site, you are part of a wider concierge team and will have regular contact and support from the Concierge and Mobile Estates Team Manager. We are a highly motivated team committed to promoting the vision and values of the Association.The post requires excellent customer services skills, competency in the use of computer systems i.e. Microsoft 365, the ability to adapt to changing demands and a strong work ethic. A good, broad awareness of health and safety aspects, policies and procedures is essential to the role. You must be capable of working on your own and demonstrating that you can make informed decisions is crucial to this role, whilst seeking support from colleagues and/or your line manager as required.This role 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 (start and finish times are currently under review) . Enhanced payment for working the 15 days public holidays is offered. 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 follow 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 customers and offering a professional and welcoming approach when carrying out your role.
* 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 and Mobile Estates Team 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.
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| **Job Outputs** |
| **Role Output** | **Includes the requirement to** |
| Customer Service | * Ensure customer standards in concierge service delivery, particularly in relation to telephone enquiries, face to face contact 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.
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| 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.
* Liaise with other staff on issues highlighted via CCTV or alternative methods.
* Report breaches of H&S immediately to the department and Concierge and Mobile Estates Team Manager.
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| Estate Management. | * Deliver and fully participate in Estate Management tasks that are required by the Concierge and Mobile Estates Manager or the Housing 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 identify and enforce breaches of tenancy conditions by highlighting tenants who are responsible.
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| General Duties | * Carry out all tasks relevant to the post as instructed by the Concierge and Mobile Estates 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, 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.
* Where required, access and review CCTV systems.
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| Key Relationships |  |
| Who? | Why? |
| Concierge and Mobile Facilities Manager | Manager of the Team and source of support and guidance.  |
| Housing Officer | Extended team members |
| Concierge Officers  | Extended team members |
| Mobile Facilities Team | Extended team members |
| Contractors | Establish a working relationship to ensure quality service delivery of works on site |
| Emergency Services | Aid in emergency situations |
| Director of Housing and Communities  | Source of strategic support and guidance |

Date :

Signature :

Print :