



## JOB DESCRIPTION

**Job Title:** Sessional Concierge  
**Responsible to:** Concierge Manager  
**Reporting to:** Concierge Manager/Team Leader  
**Hours:** As required – sessional hours apply.  
**This is a sessional post. There are no guaranteed hours and this position is not permanent.**

### OBJECTIVES OF THE POST

Reporting to the Concierge Manager, the post holder will assist the Concierge Team by delivering an excellent **ad-hoc service** to the Association's tenants. Carrying out a range of mainstream concierge duties, the Sessional Estates Assistant will complete tasks as instructed by the Concierge Manager.

### PRINCIPLE DUTIES

#### Customer Service and Service Delivery

- Ensure compliance with clearly defined Customer Care standards in service delivery, particularly in relation to telephone, personal callers and complaints.
- Adhere to the Data Protection Act 1998 in relation to all enquiries made regarding residents.
- Ensure customer queries are dealt with and / or passed to the appropriate staff member in a timeous manner.
- Deliver high standards of maintenance, cleanliness and security on all sites and ensure standards are continually maintained.
- Deliver effective security surveillance e.g. CCTV monitoring, controlled entry and block patrols.
- Ensure daily work sheet tasks and Association paperwork is completed as appropriate.
- Assist in the removal of bulk items to the central pick-up point for the site.

## **General Estate Management**

- Deliver/participate in Estate Management tasks.
- Work between sites and use company vehicle as instructed.
- Remove snow/ice from pathways and grit as required.
- Provide basic garden maintenance as needed to sites (e.g. raking garden debris, sweeping pathways, moss removal, pruning, grass cutting).
- Provide basic DIY/Maintenance service to estate as necessary.
- Assist with the removal of vandalism including scrubbing/painting out graffiti.
- Work within the mobile team or on static Concierge sites.

## **Health & Safety**

- Adhere to company Health & Safety policy and procedures at all times and highlight Health & Safety, Security, CCTV and Hygiene issues/breaches immediately to Concierge Manager.
- Carry out cleaning [and other routines where use of chemicals is necessary] in line with COSHH regulations. Clean spillages.
- Wear PPE (including safety gloves, footwear, helmets, goggles and masks) where appropriate, necessary and instructed.
- Ensure lifts and escape routes are regularly checked and kept clean and clear.
- Carry out daily/weekly/monthly building check routines highlighting issues in a timeous manner. Report faults as necessary to Head Office, contractors and/or Concierge Manager.
- Observe legislation relating to no smoking.

## **General**

- Clean common areas including lift cars, brass tracks and brasses, foyers, glass, stairs, landings and bin rooms in line with agreed requirements and ensure standards are maintained.
- Carry out tasks – core and ad-hoc - relevant to the shift and as instructed by the Concierge Manager/Team Leader.
- Wear the uniform issued by the Association whilst on duty.
- Report incidents as necessary and complete reports as required.
- Deliver newsletters/leaflets and other communications as required.

## **Performance Standards**

- Operate to clearly defined standards.
- Meet with Concierge Manager on a regular basis to discuss support and supervision.
- Carry out other specific tasks as instructed by the Head of Housing Services, Housing Manager, Concierge Manager, or Director.

### **I.T. Activities**

- Carry out day to day tasks using Microsoft Office, Word and Outlook, as required.

### **Other Ad Hoc Duties**

- Attend training sessions as required.
- Liaise with other office sections as required to ensure effective and efficient service delivery.

### **GENERAL**

- You may be required to attend meetings and training events outwith normal working hours.

### **Reward, incentive, conditions:**

**This is a sessional post. There are no guaranteed hours and this position is not permanent.**

**An hourly rate of £10.66 per hour applies.**