BANK CONCIERGE

CAMBRIDGE STREET, CLEETHORPES, LINCOLNSHIRE

£7.63 PER HOUR, HOURS AS AND WHEN REQUIRED

This scheme is a shared house for vulnerable individuals aged between 16-25 years old from varied backgrounds including homelessness.

As one of our Concierges you will act as first point of contact for service users and other visitors ensuring a welcoming environment. You will develop excellent working relationships with staff, visitors and relatives and deal with any issues or problems that may arise, this will include being on call, carrying out duties throughout the night.

You will be responsible for keeping the scheme secure for visitors and service users, carrying out health and safety checks in and around the scheme, therefore basic health and safety awareness is essential.

As this is a bank position, a flexible approach to work is required as you may be asked to work evening and weekend shifts, as well as during times of absence and sickness.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SCG1437.

Closing Date: 5pm on 21st February 2012.

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Carr-Gomm is a trading name of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Carr-Gomm

ROLE PROFILE REF: SSH13

Role Title	Concierge
Reporting to	
Role Purpose	To provide security of the buildings, maintain a safe and secure environment and carry out general janitorial, caretaking and reception duties to support the objectives of the scheme

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Service to Customers Build and maintain a constructive relationship with residents, delegates and key stakeholders	• Act as first point of contact for service users and other visitors ensuring a welcoming environment • Liaise and maintain relationships with service users relatives, staff and visitors • Report any service user issues to support staff using out of hours emergency contacts as required. • Assist with access and monitoring of contractors • Respond to any health, safety and security issues • Respond positively to complaints and other incidents	
Local Environment Maintain a clean, secure and attractive local environment	• Keep scheme clean in accordance with the standard specification • Organise and store cleaning material supplies safely in designated area • Prepare meeting rooms and public areas to the specified standard including cleaning, furniture, equipment and supplies • Carry out regular checks of the building to ensure that the security of service users and the security and repair of the scheme is maintained	
Gardens and Open Spaces Keep garden and open spaces attractive and safe	• Deliver and/or support the work of external contractors to maintain all communal landscape areas in accordance with local standard/specification • Organise, maintain and secure all equipment and materials needed to maintain the gardens • Ensure Health and Safety requirements are met • Carry out regular external checks of the building to ensure that the security of service users and the security and repair of the scheme is maintained	
Communal Areas Keep agreed communal areas secure, safe and in good repair	• Maintain communal lighting • Undertake and/or report repairs as required • Maintain cleanliness and safety of all communal areas	
Administration Maintain accurate records according to the organisations standards	• Maintain an accurate daily diary of work undertaken, reported repairs and any incidents of harassment/property damage etc • Re-order supplies • Monitor estate inventory	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	1	• Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	1	• Be patient, polite, approachable and helpful • Empathise with people from all backgrounds and cultures • Respect opinions and views of others • Tell the right things to the right people at the right time in the right way • Present written material in a professional way • Use discretion appropriately, maintain confidentiality • Adapt to any special communication needs people have • Use body language effectively and understand its effects on others
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	1	• Rise to the challenge of doing a difficult task • Show confidence in own ability and expertise • Know own job and know themselves • Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods • Learn from mistakes • Take constructive criticism positively • Recognise own strengths and weaknesses including any stereo types or prejudices
Impress the customer *Ensure service provided consistently meets customer needs*	1	• Understand how actions impact upon the quality of customer service • Think from the customer's perspective; show empathy to the customer's situation and any special needs • Listen to the customer and address all relevant concerns and needs • Take responsibility for getting an outcome • Act on promises and meet deadlines • Take customer complaints seriously and deal with them calmly • Be knowledgeable and well-informed, provide relevant and accurate information to customers
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below)

Job-related skills, knowledge and/or experience for the role:

- Basic Health & Safety knowledge / awareness
- Practical skill in identifying and/or carrying out minor repairs
- Ability to interpret written instruction and maintain simple written records

Relevant technical, vocational or educational qualifications for the role:

- Valid full driving licence (if applicable)

Knowledge of software packages:

- N/A

Staff management skills/experience:

- N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

Association's Induction Programme (including Equal Opportunities) attended

- Local Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training 3 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange	✓	70%	✓	15%	✓	15%
2	Agreeing and Interpreting						
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Occasional out of hours - emergency response may be required
- Regular outdoor work, usually alone, undertaking physical work
- Some use of hazardous substances, e.g. chemicals