

YMCA CHELTENHAM - JOB DESCRIPTION

Position Title:	Night Concierge
Location:	Based at Williams House, Vittoria Walk, Cheltenham
Reporting to:	Night Support Coordinator
Hybrid Working Eligible:	No
Salary Band:	A
Hours Of Work:	40 hours a week on a shift pattern

JOB PURPOSE

The Night Concierge role is responsible for the safety and security of the building and therefore ensuring that the accommodation remains adequate and safe for all residents between 8.00pm and 8.00am on a shift pattern. This role is an opportunity to build on the work undertaken by key workers during the daytime hours. The role will also involve making sure the project is quiet, safe and secure throughout the night.

The Night Concierge is part of the Night Team in a large, supported housing team providing accommodation related services and support to the residents. As a Night Concierge you will be required to ensure residents abide by the agreed terms and conditions of occupation of the premises and to report any breaches of that agreement. You will be required to maintain accurate records of incidents, contacts and financial transactions through recordings on the housing management system and incident report forms. You will be required to keep management informed about all matters relating to the housing project and shifts worked. You will need to supervise, induct and train staff (YMCA and Agency).

You will be expected to exercise initiative and be a self-starter – understanding and identifying where your work can make the greatest impact in achieving the Charity's aims and objectives.

KEY DUTIES & RESPONSIBILITIES

- To regularly patrol and monitor communal areas of the premises, including corridors and walkways, ensuring security/safety policies and statutory obligations are adhered to.
- To provide assistance to all residents in crisis ensuring that a full and detailed report is made available to the key worker for follow up.
- To monitor the external areas of buildings to ensure that noise and anti-social behaviour are kept to an absolute minimum.
- To assist staff at other projects across YMCA Cheltenham in crisis situations.
- To be aware of everybody on site throughout the evening and overnight, to include visitors as far as is reasonably practical.
- Light cleaning and bin emptying duties to ensure that projects are kept clean and tidy.
- To assist with the preparation of void rooms ready for maintenance or housekeeping.

- To complete appropriate administration tasks to support the smooth running of the project. To include of completion of an accurate and up to date written handover to day staff at the end of every shift.
- On occasion and when necessary, to assist with eviction procedures.
- To manage all health and safety issues during night time hours.
- To be trained in the provision of first aid and the role of the fire marshal.
- To be a part of the YMCA Cheltenham Housing Staff Team and attend staff meetings regularly.
- To participate in appropriate staff development, training and supervision.
- To respect the YMCA Christian ethos and uphold its values.
- To carry out any other tasks within the post holder's capability that may be required from time to time.

PROFILE

The ideal candidate for the role of the Night Concierge will possess:

- Evidence of an excellent standard of literacy, numeracy and English language skills.
- Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.
- Able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy office environment.
- Adaptable and able to handle people of all capabilities and attitudes.
- Effective interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Able to drive is desirable.
- Previous experience of working as a Night Concierge is desirable.
- Previous experience of working in a supported housing environment is desirable.
- Level 3 in a relevant qualification or a desire to achieve this qualification.
- As a member of the Housing team, you will be expected to demonstrate the values, initiatives and cultures of the organisation.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discreet, Ethical and Respectful to all.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of the Night Concierge. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by their Line Manager.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.