

Concierge

Reports to: Senior Practitioner

Responsible for: No direct reports

Role purpose

You will be part of the team delivering our service at the Fyffe Centre in Lowestoft supporting former rough sleepers or those at risk of returning to rough sleeping, who require a low to medium level of support before they are able to sustain their own accommodation. You will work alongside our customers to ensure that they are safe, happy and that the general security of the building is kept safe, perform maintenance, health and safety checks and domestic tasks and update computer systems with relevant information as required.

Role Scope

To maintain a visible presence in and around the building. You will be responsible for ensuring that during the shift our customers feel safe and supported

You will support our customers to manage risk and respond to any concerns of behaviour that may be causing risk or breaching their occupancy agreement

You will undertake building health and safety checks throughout the shift and report repairs or damage. You will clean communal areas and prepare rooms for re-let

You will take time getting to know our customers and be a contact for them should they need assistance during the shift

You will manage any visitors that may come to the service and deal with any behaviours that break the house rules

You will work as part of the wider team by undertaking admin tasks and ensuring records are completed so we have a seamless service

Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

People-focused – people are at the heart of our business. By recognising people’s diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

Ambitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

Collaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

Effective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

People-focused

You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a ‘Team Orwell’ culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell’s policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Ensure that our customer’s voice is central to all aspects of service delivery and is evidenced through support planning, risk assessment and reviews.
- Work within a strengths-based support approach, ensuring that any work undertaken starts with a positive “what is going well”.

- Support our customers throughout the night to link into emergency health and social care services to maximise their wellbeing and recovery.
- Advocate on behalf of our customers through having a trusted relationship with both our customers and wider stakeholders.
- Contribute to service delivery and project planning processes.
- Work collaboratively with colleagues throughout Orwell to ensure the delivery of the organisation's visions, values and objectives.
- Committed to Safeguarding and promoting the welfare of Children and Young People

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Identify areas for service improvements.
- Be innovative in identifying methods to successfully engage with people across a wide range of backgrounds and with diverse needs.

Collaborative

- Actively participate within the team, participate in team meetings and share ideas for service improvements.
- Be a resourceful team player who is solution focused and able to share best practice and lessons learned for the benefit of the whole organisation.
- Build strong working relationships with other services that are open through the shift within Lowestoft.
- Work closely with the emergency services and feel confident to contact them for support.
- Ensure that you work in collaboration with our customers and recognise their expertise through their life experiences.

Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Seek to proactively improve value for money in your area of work and raise suggestions for improving value for money.
- Seek to proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Adhere to Orwell's Lone Working policy and on call procedures.



- Assist in maintaining a safe and secure environment throughout the shift, that customers are familiar with, including house rules, behavioural contracts and fire procedures.
- Be confident in identifying potential safeguarding cases, take action and record outcomes. Ensuring compliance with legislation and best practice.
- Maintain accurate and thorough case records on shared Orwell Housing systems.
- Comply within Data Protection and GDPR legislation and best practice.
- Undertake health and safety checks and report repairs, ensuring our building is well maintained, clean and safe.
- Be flexible to support colleagues to cover absences and on call duties ensuring that our service has cover and our customers have 24-hour access for emergency support.

Person Specification – Concierge

Qualifications

GCSE Maths and English (grades A-C / 9-4 or equivalent). Essential

Experience

Proven relevant work experience within this field or security/concierge work is essential

Previous experience of working in a customer facing environment, dealing with difficult and complex situations is desirable

Previous experience of working alongside vulnerable customers is desirable

Working within a team but also working independently is essential

Lone working with limited supervision is essential

Knowledge

An understanding of the challenges that our customers face and how this may affect their behaviours is desirable
An understanding of a strengths-based approach to support is desirable
Knowledge of the local area is essential
An understanding of the importance of Health & Safety and risk assessments is desirable

Skills

Well-organised and able to keep accurate and timely records for data protection and financial purposes is essential
Good attention to detail is essential
Self-motivated and possess a proactive attitude is essential
Able to work as part of a team and independently is essential
Flexible approach with good time management is essential
Excellent written and verbal communication skills is essential

Attributes

Committed to safeguarding and promoting the welfare of vulnerable people is essential
A confident and positive communicator is essential
Confident to lone work is essential
Resilient and able to work under pressure or around conflict is desirable
Be confident at de-escalation and having challenging discussions is essential
Active listener and responding to requests for assistance is essential
Ability to work in an agile way and prioritise own workload is essential