

Concierge Worker (Nights/Weekends and evenings)

Reports to: Service Manager

Responsible for: No direct reports

Role purpose

You will be part of the team delivering our Whitworth House service in Cambridge, supporting young women who are homeless or at risk of homelessness. You will ensure that our customers receive an excellent level of service that uses a strengths-based approach and focuses on keeping our customers, visitors to the service and our colleagues safe. You will work alongside our customers to ensure that they feel safe, happy and are able to access support should they need it. You will also ensure that the building is kept safe through monitoring and health and safety checks.

Role Scope

You will be responsible for ensuring that our customers feel safe and signpost to access support

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

You will complete building health and safety checks and report repairs or damage. You will clean communal areas and prepare rooms for relet

You will spend time getting to know our customers and be a contact for them should they need to access support

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 to achieve 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.
- Work within a strengths-based support approach, ensuring that any work undertaken starts with a positive “what is going well”.

- Assist our customers throughout the night/evening and weekends 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.

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Identifying 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 focussed 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 night/weekend and evenings. 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 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.

- Lead in maintaining a safe and secure environment throughout the night, weekends and evenings, that customers are familiar with, including house rules, behavioural contracts and fire procedures. This will include monitoring visitors, asking people to leave if they are causing an issue and also making contact with the emergency services if required to ensure the service and our customers are safe.
- 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 ensuring that our service has cover.

Person Specification – Concierge

Qualifications

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

Experience

Proven relevant work experience within this field or security/concierge work, is desirable.

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 desirable.

Lone working with limited supervision, is desirable.

Knowledge

An understanding of the challenges that our customers face and how this may affect their behaviours, is essential.

An understanding of a strengths-based approach to support, is desirable.

An understanding of the importance of Health & Safety and Risk Assessments, is essential.

Skills

Well-organised and able to keep accurate and timely records for data protection and financial purposes, 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 essential.

Be confident at de-escalation and having challenging discussion, is essential.

Active listener and responding to requests for support, is essential.

Reflective practitioner who captures learning opportunities, is essential.

Ability to work in an agile way and prioritise own workload, is essential.