

Role Profile

Casual Bank – Night Concierge

This job description is intended to be indicative of the main areas of responsibility. The duties may differ depending on the individual bank worker assignment. Examples of what might be expected during an assignment:

1.0 Purpose

- 1.1 To maintain and protect the security and safety of the premises for clients, staff and visitors.
- 1.2 To control access to the premises and provide concierges services to clients, staff and visitors in a professional, tactful and friendly manner.
- 1.3 To respond to any queries or issues raised by clients at reception.
- 1.4 To investigate and manage any incidents of anti-social behaviour or breaches of hostel rules; and complete incident reports.
- 1.5 To undertake Health and Safety checks, deal with emergencies, report and hand over concerns to day shift staff.
- 1.6 To undertake administrative, reception, maintenance and cleaning duties, as required during shifts.

2.0 Key Tasks

- 2.1 To maintain a visible presence in and around the premises.
- 2.2 To patrol the premises on a regular basis including checking that the integrity of the building is maintained; minimum 2-hourly patrols during a shift.
- 2.3 To provide a professional, tactful and friendly reception access control service.
- 2.4 To be first point of call when dealing with emergencies: for example fire, police, or medical and manage such emergencies appropriately; and liaise with the police and other agencies to ensure the well-being of clients, staff and visitors and prevent damage to the premises.
- 2.5 To ensure that rooms can be accessed by residents and notify day shift staff where replacement key fobs are needed.
- 2.6 To maintain manual and computerised records and monitoring CCTV systems.
- 2.7 To report breaches of security and damage to the fabric of the building to the Hostel Manager or day shift staff; and call 'approved' contractors to deal with emergency repairs to maintain the security and safety of the building, where required.
- 2.8 To conduct routine checks on fire and other emergency systems and maintain written records of all checks. To act as the Hostel's Fire Safety Officer while on shift.
- 2.9 To report and log issues relating to the personal security, welfare and safety of service users appropriately.
- 2.10 To answer telephone calls and take messages as required.
- 2.11 To ensure the communal area is prepared for breakfast, including food items.
- 2.12 To take responsibility for completing all requirements and instructions within time-frames as directed by the Hostel Manager.
- 2.13 To ensure that all required checklists are completed for all duties while on shift.

3.0 Essential while on shift

- 3.1 Ensure compliance with Branches Hostel's financial systems, policies and procedures at all times.
- 3.2 Ensure that the confidentiality and data protection of all service users is respected and maintained at all times.
- 3.3 Ensure and maintain compliance with all ICT and operational systems, policies, procedures and guidelines at all times.

Casual Bank Night Concierge Person Specification			
Attainments	You will need to demonstrate in your application and at interview that you possess, as a minimum, the essential criteria for this post.	Criteria	
<i>Qualifications</i>	<ul style="list-style-type: none"> SIA Licence or similar (or evidence of studying for) 	E	A
<i>Experience</i>	<ol style="list-style-type: none"> Direct customer service experience Experience of dealing with members of the public in difficult situations Experience of working in a hostel or similar support needs environment Experience of working with vulnerable adults Experience of lone working 	E E D D E	A/I A/I A/I A/I A/I
<i>Work-based Knowledge</i>	<p>A working knowledge and understanding of:</p> <ol style="list-style-type: none"> Health and safety, fire safety and basic building maintenance; and an ability to develop and follow good practice. Adult Protection and Safeguarding issues, including Safeguarding and Protection policies, procedures and systems. The Data Protection Act in relation to working with vulnerable adults and multi-agency working. 	E D D	A/I I I
<i>Skills</i>	<ol style="list-style-type: none"> An excellent customer service approach, listening and interpersonal skills Ability to act tactfully and remain polite at all times Excellent written and oral communication skills A pro-active, problem solving approach Ability to relate to people from various cultural backgrounds To liaise effectively with outside agencies Demonstrate personal and professional integrity Ability to work alone and also effectively as part of a team Proficient in Microsoft Word and Outlook 	E E E E E E E E E	A/I I A/I I I I I A/I I
<i>Circumstances</i>	<ol style="list-style-type: none"> To adhere to the Data Protection Act and maintain client confidentiality at all times 	E	I

E = Essential criteria

D = Desirable criteria

A = Application form

I = Interview