

# Job vacancy – Concierge, Customers and Communities – REF: TGHC577

- **Job title:** Concierge
- **Service area:** Customers and Communities
- **Job ref:** TGHC577
- **Grade:** Grade C £17,007– £17,391 per annum pro rata (SCP 15-17). 1 Part time – 20 hours Temporary until September 2020.
- **Applicable to:** External vacancy
- **Closing date:** Midnight on Sunday 14<sup>th</sup> October 2018.

The Gateshead Housing Company is a non-profit organisation responsible for the day-to-day management of nearly 20,000 homes.

We aim to provide excellent and efficient services to create homes and neighbourhoods that meet the aspirations of the people of Gateshead.

We employ over 700 people and involve our customers in making our services better.

Commented [KS1]: Omit this bit from internal ads?

Applicants are invited to join a small Concierge team who provide services to small blocks of flats for tenants with mild to moderate learning disabilities in Gateshead. You will play a key role in maintaining a safe and secure environment for these tenants. The service is delivered seven days a week and Concierge work on a variable shift pattern which includes weekend work and overnight sleep in cover Monday to Sundays. You will be required to work flexibly on a rota. Enhancements will be paid for working sleep ins, weekends and public holidays.

Your main duties will consist of: Providing overnight sleep in cover as required by the service, maintaining the safety and security of the building. Monitoring CCTV and patrolling at regular intervals. Supervising tenant and visitor access to and from the building. Acting as a point of contact for the tenants who live there dealing with any queries that they may have. Carrying out cleaning duties in the office and communal areas and assist with refuse collection.

It is an essential requirement of this post that you can communicate effectively and be able to deliver good customer service. Demonstrate experience of maintaining accurate records/logs. Work alone with minimal supervision and use your own initiative to resolve problems. Liaise with internal and external agencies. Demonstrate a basic understanding of safeguarding.

You will be required to have achieved GCSE in Maths and English at grade C or above or equivalent or relevant experience.

It would be desirable if you had knowledge of computer software packages i.e. word/excel. It would also be desirable if you had experience of using CCTV equipment and monitoring a building.

Training will be provided in all aspects of the job.

**If you are interested in this post, please submit an application form detailing how your experience, skills and knowledge meet the essential requirements which are detailed in the job profile.**

For an informal discussion about the role please contact Sophie Hall on 0191 433 2581 or e-mail [sophiehall@gatesheadhousing.co.uk](mailto:sophiehall@gatesheadhousing.co.uk).

You should consider the **job profile** when applying, giving examples of how you meet the criteria.

## What to do next?

- Read the **job profile** of this role.
- Consider the essential and disable criteria for this role.
- Ensure you meet **all** the **essential criteria** before applying.
- Complete our online **application** ensuring you provide evidence within the body of your application that you meet the **essential criteria**, giving examples where appropriate.
- Applicants who do not evidence that they meet the essential criteria will not be shortlisted for the next stage of the recruitment process.
- Complete the online **confidential** form
- If you prefer you can download a printable **application** and **confidential** forms. You must complete **both** forms for your application to be considered.
- **Assessments will be by application, online assessment and interview for this vacancy.**

Note: The online **application** and **confidential** forms are on our external website, in order to enable employees to complete the online forms away from work if they wish.

**Applications are to be returned by email or post no later than midnight on Sunday 14<sup>th</sup> October 2018**

[hr@gatesheadhousing.co.uk](mailto:hr@gatesheadhousing.co.uk)

or

Human Resources Team  
The Gateshead Housing Company  
Civic Centre  
Regent Street  
Gateshead  
NE8 1JN

The Gateshead Housing Company does not accept CVs.

If you need any further advice email the **Human Resources Team** or call ext 5333.

## Why you will love working for us

We know that we can't achieve our vision without the right team of people.

We expect our employees to work in partnership with colleagues, and to apply their skills effectively with commitment and enthusiasm. In return we do our best to make sure they are happy in their work by listening to their ideas and making them feel welcome.

Because we work in partnership with Gateshead Council, we can offer you all the benefits of working for a large organisation as well as the intimacy of working for a small, independent team.

### You will be able to take advantage of:

- Our Local Government Pension Scheme
- Occupational health
- Appropriate training courses
- A **work life balance** policy
- Flexitime scheme
- Generous annual leave entitlement.

The Gateshead Housing Company is an equal opportunities employer and welcomes applications from candidates of any age, disability, marital status, race or sex.

The Gateshead Housing Company has achieved the Positive about Disabled People symbol and Investors In People (IIP).

# Concierge, Customers and Communities –

## Grade C

- **Location:** Various in Gateshead
- **Service:** Customers and Communities
- **Line Manager:** Senior Housing and Support Outreach worker
- **Car user status:** n/a

## Job purpose

The purpose of the post is to provide concierge cover between the hours of 17:00 and 07:00 Monday to Friday and weekend cover with sleep ins as specified by the senior housing and support outreach worker for small blocks of flats occupied by people with a mild/moderate learning disability. To maintain the building as a safe and secure environment and to act as a point of contact for tenants.

### The key roles of this post will be:

1. To provide overnight sleep in cover as required by the service, maintaining the safety and security of the building.
2. To supervise tenant and visitor access to and from the building.
3. To ensure the security of the building by monitoring CCTV and patrolling at regular intervals.
4. To carry out cleaning duties in the office and communal areas and assist with refuse collection.
5. To identify defects in relation to weekly/monthly building checks and report these promptly.
6. Report out of hours emergency maintenance defects to 'repairs hotline'.
7. To maintain full and accurate log of event's during the shift. Complete verbal/written handovers.
8. To act as first point of contact in an emergency situation within the service and take appropriate action i.e. contacting the emergency services and informing relevant professionals.
9. To participate in ensuring compliance with The Gateshead Housing Companies Health and Safety Policy and Procedures.
10. To communicate effectively with tenants and professionals.
11. To undertake appropriate training to meet the identified needs of the service as agreed with the line manager.
12. To operate within clear professional boundaries and within The Gateshead Housing Companies code of conduct.
13. To act as a point of contact for tenants.
14. To work flexibly on a rota, including weekends and public holidays.
15. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
16. To undertake any other appropriate duties as directed by the line manager.

## Criteria

## **Essential**

Experience:

- Delivering good Customer service
- Working alone with minimal supervision and use own initiative
- Maintaining accurate records/logs
- Effective communication skills
- Basic understanding of safeguarding
- Liaising with internal and external agencies

Qualifications:

- GCSE's Maths & English at grade C or above or relevant experience

Knowledge:

- To be able to demonstrate an understanding of what equality and diversity means in the workplace

## **Desirable**

Experience:

- Working with vulnerable people

Knowledge:

- Office based software packages.
- CCTV operation
- Working with a diverse range of customers

# Competency definitions

**Relevant competency**

## **PEOPLE FOCUS**

### **RELATING TO CUSTOMERS**

- Quickly builds rapport and easily establishes relationships with customers
- Relates well to different types of customer; listens and gets on with them

### **COMMUNICATING ORALLY**

- Speaks confidently and fluently
- Talks at a suitable pace and level
- Holds others' attention when speaking

### **TEAM WORKING**

- Fits in with the team
- Develops effective and supportive relationships with colleagues
- Is considerate towards them and creates a sense of team spirit

## **INFORMATION HANDLING**

### **PROBLEM SOLVING**

- Identifies potential difficulties and their causes
- Generates workable solutions and makes rational judgements

## **DEPENDABILITY**

### **RELIABILITY**

- Is reliable
- Follows directions from supervisors and respects policies and procedures
- Shows commitment to the organisation and task completion

## **ENERGY**

### **CUSTOMER FOCUS**

- Puts the customer first and is eager to please them
- Works hard to meet customer needs and looks after their interests

#### **USING INITIATIVE**

- Takes responsibility for own actions