

# Role Profile -

## INFORMATION ABOUT THE ROLE:

Group: Neighbourhood Services – Multi Storey Team  
 Service: Customer and Communities  
 Location: Eslington Court Concierge Suite  
 Line Manager: Concierge Supervisor / Multi-Storey Team Manager  
 Car User Status: None

SCP and range 6 – 7 (£21,968 – £22,369 Pro Rata) Additional Shift Allowance £1,040.28 per annum.

19 hours average working per week over a fixed 6 week rota. Hours of operation between 08:00 – 00:00 over 7 days

Subject to High Rise Review (Ongoing)

## WHAT WE WANT YOU TO DO.....

Working in the concierge suite to monitor activities at access points, communal and external areas using closed-circuit television (CCTV).	Control of access to assigned Multi-storey blocks. To provide a service to tenants, check and verify all visitors to the building and ensure the security and safety to residents and the building using a door entry system and handset.
Check the functionality of Alarm Systems and CCTV equipment to ensure a Fit for Purpose System.	Reporting and recording all relevant incidents such as anti-social behaviour (ASB), Health & Safety Emergencies, working with partners and other services as and when required (Police / Fire Service).
To commit to both external training sessions and desktop learning to ensure you are compliant with the use of CCTV and other concierge/council protocols.	To be able to write clear, factual evidence reports of witnessed activity via CCTV when requested. To follow the administration procedure of filing these appropriately.
To be effective in multi-tasking within a fast-paced environment. To be able to utilize various computer systems and software where needed.	To be competent in the use of Microsoft Excel, Word, Outlook and Teams. To create log entries of witnessed events in an electronic calendar.
To have the ability to maintain self-discipline during long periods of monitoring CCTV. To always remain alert to any possible changes in activity within the Multi-storey buildings and surrounding areas.	To work safely and securely and always follow safety policies.
Being customer focused and ensure queries and complaints are dealt with or reported in an appropriate timescale.	To demonstrate a positive, diverse, and inclusive attitude to both internal and external customers and colleagues.



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## WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

THE KNOWLEDGE	THE QUALIFICATIONS
<ul style="list-style-type: none"> <li>• Ability to Multi-Task across different ICT based systems.</li> <li>• Ability to demonstrate a good understanding of equality and diversity and the ability to evidence how this would be displayed within the workplace.</li> <li>• To be competent in the use of Microsoft Excel, Word, Outlook and Teams. To create log entries of events in an electronic calendar.</li> <li>• To have the ability to maintain self-discipline during long periods of monitoring CCTV. To always remain alert to any possible changes in activity within the Multi-storey buildings and surrounding areas.</li> </ul>	<ul style="list-style-type: none"> <li>• 5 GCSE's (at least grade C) including Math's &amp; English or relevant experience.</li> </ul>
THE EXPERIENCE	DESIRABLE
<ul style="list-style-type: none"> <li>• Delivering Excellent Customer Service</li> <li>• Working unsupervised when required</li> <li>• Using own initiative</li> <li>• Excellent Communication Skills, Verbal and Written.</li> <li>• Excellent Timekeeper</li> <li>• Ability to Maintain Focus and Attention for Long Periods of Time.</li> </ul>	<ul style="list-style-type: none"> <li>• Office based software packages.</li> <li>• CCTV operation both live monitoring and playback reviewing.</li> <li>• Working as part of a diverse and inclusive workforce</li> <li>• Liaising with other functions of the council and external services/agencies</li> </ul>



### **CUSTOMER FOCUSED**

Puts the customer first and provides excellent service to both internal and external customers.

Quickly builds rapport and easily establishes relationships with customers.

Relates well to different types of customers. Listens and gets on with them.

### **GREAT AT COMMUNICATION**

Uses appropriate methods to express information concisely to make sure people understand.

Speaks confidently and fluently.

Talks at a suitable pace and level.

Holds others' attention when speaking.

### **TEAM PLAYER**

Works with others to achieve results and develop good working relationships.

Fits in with the team.

Develops effective and supportive relationships with colleagues.

Is considerate towards them and creates a sense of team spirit.

### **MAKE THINGS HAPPEN**

Takes responsibility for personal organisation and achieving results.

Identifies potential difficulties and their causes.

Generates workable solutions and makes rational judgements.

### **FLEXIBLE**

Adapts to change and works effectively in a variety of situations.

### **LEARN AND DEVELOP**

Actively improves by developing and applying new skills and knowledge and learns from past experiences.

### **RELIABILITY / DEPENDABILITY**

Is reliable.

Follows directions from supervisors and respects policies and procedures.

Shows commitment to the organization and task completion.

