

# Day - Concierge Care and Support

Overview	
<b>Role Purpose</b>	To professionally maintain the service, providing a safe, secure and well-maintained environment and to present a high standard of service for residents and visitors. To be the customer champion by delivering a consistent and customer focussed service that achieves high levels of customer satisfaction. Working on a forward rotating shift pattern across seven days of the week, including evening, and weekend shifts
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• The smooth-running a of a busy reception in a supported housing environment</li> <li>• Giving access to the building to tenants and visitors</li> <li>• Ensuring all visitors are signed in and out in line with H&amp;S regulations</li> <li>• Ensuring all calls are transferred and dealt with efficiently</li> <li>• Ensuring that tenants are safe in reception</li> <li>• Ensuring a smooth handover after every shift</li> </ul>
<b>Reports to</b>	Housing Delivery Manager
<b>Line management</b>	n/a
<b>Tier</b>	Tier 11
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	All staff working in Amber Court, at all levels
<b>External</b>	Customers, their families, friends and carers; visiting care staff; all visitors to the building, including contractors

## Role accountabilities

- Be polite and courteous at all times and greet resident's and any visitors to the Estate warmly, whilst providing the necessary assistance
- Notify Property/Operations/Maintenance Manager daily of any queries or problems relating to the Estate, to ensure the development is maintained professionally
- To provide a high standard level of service to Residents and all visitors to the development
- Ensure all customer contact is logged onto the customer relationship management system and that records are kept up to date
- Co-ordinate, instruct and allow access for services to the estate, such as refuse collection, deliveries, repairs and maintenance, utility companies
- Maintain an inventory of onsite equipment and ensure the Concierge office/area and storage facilities are tidy, well maintained and secure
- Carry out health and safety and fire prevention check on a daily/weekly basis including the on-site gymnasium
- Whilst on shift, ensure the parcel management service and master key system is well organised to ensure security is the top priority and deliver parcel slips to residents in a timely manner
- Ensure all resident repair requests are logged to the appropriate internal team or contractor's, overseeing them to completion and updating the necessary systems to allow for reporting
- Logging all customer interaction to the Concierge desk Monitoring of the CCTV system to ensure security of the Estate is of high importance, notifying the management team or regular authorities if any illegal activity is reported
- Any other reasonable additional tasks requested by the Line Manager

### General

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Professional expertise (know how & experience)

#### Essential

- Previous experience of working with the public is essential, ideally in a service related, customer facing capacity
- IT Skills – full use of Microsoft or similar programs to include databases, reports and spreadsheets

- Proven experience of negotiating, influencing and managing conflict with a wide variety of customers
- Experience of working with people from diverse cultural backgrounds
- Good Command of the English language
- Knowledge of general maintenance and Health & Safety requirements is advantageous
- Knowledge of Manual Handling Regulations as some lifting required
- Awareness of required responsibilities when “Lone Working” is required in the role

## Skills

### Essential

- Excellent communication skills both in person and over the telephone or via email.
- Professional attitude to service provision
- Be able to work on own initiative and have ability to multitask
- Smart appearance and where required, wearing company uniform and be clean and tidy in appearance
- Effective IT skills including MS Office

## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Colleague Level** expectation level and therefore you should refer to the **Colleague Level** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

## Safeguarding

Any appointment to this post is conditional upon and subject to

- Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)