

## Job Specification

<b>Job Title</b>	<b>Night Worker/Concierge</b>
<b>Base Location</b>	
<b>Responsible to</b>	<b>Service Manager</b>
<b>Salary</b>	
<b>Hours</b>	

## The Role

To ensure the security of the project and the well being of its residents.  
To carry out the routine administrative tasks and record keeping.

## Responsibilities

- Be aware of the Association's Residents Involvement Policy and strategy and involve tenants/residents in the management of their homes putting them at the heart of our organisation.
- Be fully conversant with the Association's core business objectives, current activities and future plans. Understand the scope of policies and procedures in operation and organisational structures.
- Carry out security checks as agreed with the manager.
- Ensure that the correct operation of security surveillance equipment and report any faults.
- Book residents and visitors in and out of the building and log all relevant information.
- As part of the project team carry out regular health and safety inspections including the fire alarm, emergency light and fire extinguishers and be responsible for the reporting of any concerns.
- Contact on-call Manager if an incident occurs that requires assistance.
- Log and report any repairs observed whilst on duty or reported by residents.
- Carry out evacuation procedures in the event of an emergency.
- Maintain all records in a manner that allows ease of audit and inspection.
- Respond to enquiries by residents and visitors.
- Be supportive and offer assistance to other colleagues during their working hours, this may include telephone support, monitoring of CCTV via remote view and/or attendance at other services as requested by a Service Manager.
- Ensure all complaints, accidents, potential risks, suspected abuse cases and incidents of anti-social behaviour are recorded in accordance with policies and procedures. Ensure the Service Manager is aware.
- Undertake ongoing training and development as agreed with the Service Manager.
- Regularly attend team meetings.
- Work within an agreed rota so that the appropriate staffing cover is maintained.
- Keep a day-to-day log of events and happenings when on duty and ensure effective handover of information to relevant staff.
- To attend and manage any emergency situations relating to the building, residents, Staff or visitors.
- To work with individuals and/or groups of residents within the project.
- Effectively manage incidents of crisis intervention and anti-social-behaviour and assist residents who may be incapacitated.

This position description provides an indication of the roles and responsibilities for the post of Night Worker/Concierge but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Line Manager.

Night Worker/Concierge

Name in Capitals:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Serveco Manager

Name in Capitals:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Signatures are required in order to demonstrate understanding and acceptance of the document and accuracy of the contents. Dating the document allows for revisions to take place without confusion as to which is the most current version.