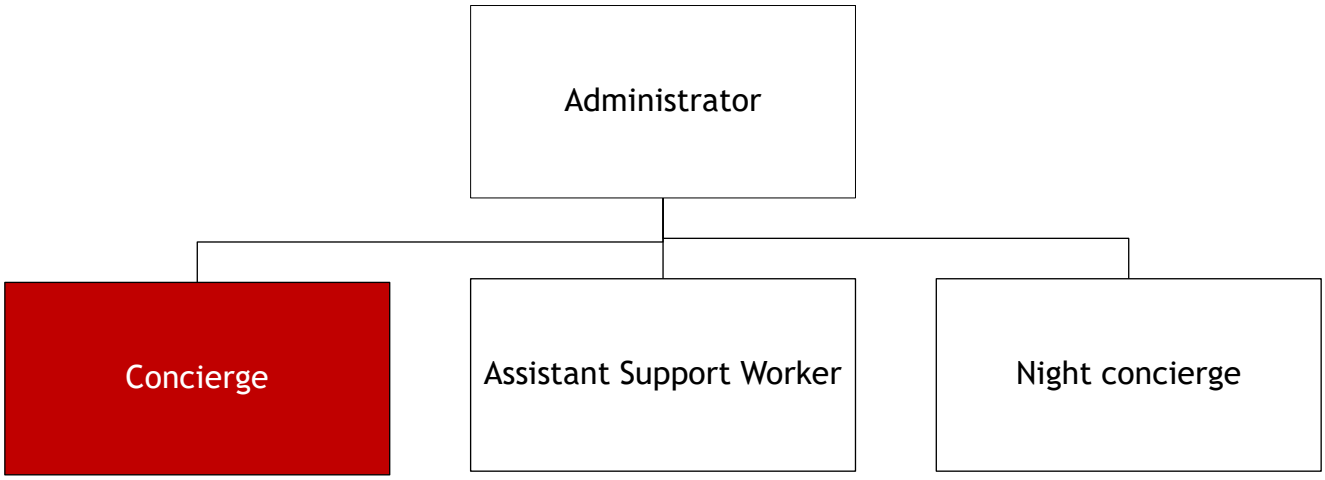
JOB PROFILE

Job title:	Concierge
Purpose:	The Concierge will provide assistance with Housing Management functions in our Lifehouse Services and will often be the first point of contact for everyone accessing our Lifehouse.

The work of the Homelessness Services Unit is underpinned by our Strategic Mission Plan; our programmes encourage purpose and relationships, a sense of community and provide support. The Unit is a centralised service within the Mission Department of The Salvation Army. The mission of The Salvation Army is to see transformation in the lives of individuals, whoever they are and whatever their situation.

This role is pivotal in ensuring our vision for high quality, outcome focused support services is delivered, in which client choice and control is clear. It will provide unsupervised assistance and instruction to adults *and children* with the aim of developing their capacity to live independently.

Organisation Chart



Report to:	Administrator/ Facilities Manager/Programme Manager
Accountable to:	Staff colleagues, service users, Service Manager
Key working relationships:	Support Staff, administration staff, service users

People management:	There are no people management responsibilities.
Operating budget:	There are no budgetary responsibilities.

You will…

- Provide front of house services to clients ensuring they are signed in or out where required and their queries are handled in a professional manner, referring them to support staff where required

- Manage additional front of house duties including telephone calls and external visitors to the Lifehouse; accurately recording messages, conduct follow up telephone calls, update log books and handover reports etc where appropriate; carry out administration regarding internal and external post, sorting and issuing to clients and staff as required

- Complete building checks which may include patrols of the building and ensuring fire exits and external doors are free from obstruction, maintaining Health and Safety records including fire and other records as deemed appropriate; monitor cctv equipment

- Update data on Atlas system for clients; complete entry and exit information for clients and helping with data entry and statistical gathering for Housing Management purposes; receive and record client rent payments accurately using electronic systems

- Respect the diversity of other people's culture, faith and practice; ensuring compliance with the Salvation Army's Equality and Diversity policy

- Engage with clients to maintain positive relationships and resolve conflict using de-escalation skills where appropriate

- Clean office space and communal areas on a scheduled basis and clean and prepare void rooms when necessary, in order to maximise occupancy and ensure turn around targets are met

- Log and report maintenance work including emergency out of hours repairs

- Ensure continued professional development by attending training as identified and playing an active role in performance reviews; as well as keeping up to date with best practice and regulations relevant to this field of work

- Fulfil your duties in alignment with all relevant Salvation Army and statutory policies and procedures including health and safety, safeguarding, data protection, equality and diversity

- Complete any other duties as could be reasonably expected in the fulfilment of this role

You have…

- Experience of successfully working in a busy front office environment delivering excellent customer service (A,I)

- Good verbal and written communication skills with the ability to communicate effectively with clients and colleagues (A, I)

- The ability to understand and successfully implement processes and procedures related to your area of work (A,I)

- Good attention to detail and proven ability to meet your objectives (A, I)

- Previous experience of successfully working within a team environment (A)

- A basic understanding of health and safety legislation (A,I)

- Experience of monitoring and managing a cctv system (A,I)

- Previous experience of successfully using of Microsoft Office, email programmes and databases (A,T)

- GCSE English and Maths grad A-C or equivalent (A)

- Commitment to continuous professional development (A, I)

- The ability and willingness to work within, be empathic with and promote the Christian ethos and values of The Salvation Army Mission (A,I)

You may have…

- A COSHH certificate (A)

- Experience of working with vulnerable clients in a support setting (A)

- Experience of cleaning in a work setting (A)

How criteria will be assessed - (A) application form; (I) interview; (T) test; (P) presentation and (R) references.

We expect you to exhibit behaviours that model our values of integrity; accountability; compassion; passion; respect and boldness, working in a way that is trauma sensitive and strength based in a psychologically informed environment)

This is the job profile as it is constituted at the date shown. It is the practice of The Salvation Army to examine job profiles in order to update them periodically and ensure that they relate to the job being performed, or to incorporate any proposed changes.