



**MANINPLACE**  
INNOVATE ACCOMMODATE MOTIVATE

## Job Description.

### Night Time Concierge worker

#### Context.

As a “Night Time Concierge Worker” you will be part of a dedicated team responsible for the security of accommodation buildings across Telford and Wrekin, and the wellbeing of our customers who reside within them.

You will be part of the first response to out-of-hours emergencies working with other staff and on-call managers to provide swift and appropriate responses, and may also play a part in responding to referrals made to the organisation, ensuring customers coming to Maninplace outside of normal working hours are made to feel welcome and safe.

#### Hours of work.

The role will consist of 34 hours average per week based on a working pattern of 4-on / 4-off.

Normal hours of work will be between 2100 – 0700 as per rota.

#### Salary.

£7.50 per hour rising to £7.86 per hour (13,896 annual salary) after successful completion of probationary period.

#### Qualification & experience

Qualifications at level GCSE C or above in English, Maths and ICT. Experience of working in the Security Industry Authority (SIA), and experience of CCTV operation is desirable.

#### Project.

The aim is to provide safe and secure accommodation for vulnerable adults and people presenting as rough sleeping or homeless across the borough of Telford and Wrekin.

#### Responsible to.

Director of Operations – with ultimate accountability to the Managing Director.

#### Location of work.

Working from our premises in Wellington and Stirchley, responding to business needs across the borough of Telford and Wrekin.

## Job Summary

The Night Time Concierge will ensure the safety and wellbeing of tenants and the security of Maninplace property throughout the night, providing both a planned and responsive service.

You will be the point of telephone contact during the night hours for individuals and external agencies who report a rough sleeper, enabling Maninplace to fulfil its mission of preventing rough sleeping.

Primarily working alone, you will be available to respond to requests for assistance from other staff working on the estate in the late evening and will have the facility of an on-call manager with whom important issues can be discussed.

You will follow a prescribed route to visit properties during the night to assure tenants of their safety and to deliver internal mail between office bases.

You will respond appropriately and according to procedure to concerns raised by tenants during the night hours.

You will follow procedure to create reports about activity during your shift so that matters can be followed up during office hours as appropriate.

Your presence will deter anti-social behaviour and assist in crime prevention and detection.

## Duties & responsibilities.

### Daily activities.

1. Provide assistance to tenants outside of office hours. This will require operating from different sites across Telford.
2. Respond appropriately to the needs of vulnerable tenants.
3. Review CCTV recordings daily.
4. Provide additional security and monitor any anti-social behaviour to ensure a safe environment.
5. Carry out daily inspections of the properties to fulfil Health & Safety requirements to vulnerable tenants.
6. Identify and record all repairs and respond to emergency repairs.
7. Ensure that all properties visited are clean and any hazard is dealt with.
8. Record meter readings and ensure any concerns are reported.
9. Carry out weekly fire checks and ensure that fire safety and occupancy posters are in place and up to date.
10. Ensure that any rubbish found is removed and that recycling is carried out correctly.
11. Liaison with neighbours to foster good community relations.
12. Record all activity that happens throughout each shift.
13. Respond to telephone queries after 2200 hours, referring to the On-Call manager as appropriate.
14. Provide assistance to other staff members who are lone working.

### Abilities required

- Demonstrate the ability to work calmly and professionally when under pressure.
- Be motivated and of a confident nature.
- Excellent organisational and communication skills.

- Have a practical understanding of how CCTV works.
- Relate well to all sections of the community and be non-judgmental.
- Have an ability to approach things with a positive outlook. The objective is to find solutions, not to emphasis negatives.
- Able to drive and hold a current driving license.
- Be educated to at least GCSE Level C standard.
- Be confident about being a Lone worker.
- Be Computer literate.
- Have the ability to motivate.

#### Duties within Maninplace.

1. To assist with any other activities required by Maninplace within everyday work duties and responsibilities of employment.

## Person specifications.

Skills & Experience	Essential	Desirable
1. Experience of providing night time service and supervision	X	
2. A car owner and driver with full UK driving licence or other independent means of delivering the concierge service	X	
3. Have a knowledge of the borough of Telford and Wrekin.	X	
4. Able to work alone without direct supervision	X	
5. Able to use measured judgement and own initiative to deliver a high quality night time service.	X	
6. Able to follow organisational procedures	X	
7. Have a basic understanding of the complex issues likely to be presented by vulnerable people. These may include mental and physical ill health, challenging behaviour including sexualised behaviour, drug and alcohol abuse, anti-social behaviour and criminal offending	X	
8. A mature and non-judgmental attitude	X	
9. Able to negotiate and to communicate effectively, clearly, and concisely both verbally and in writing at all levels of the organisation and with external partners, customers and the general public	X	
10. Have the confidence to challenge appropriately and to make swift, reasoned decisions that fit within the policy and procedure framework of Maninplace.	X	
11. You will be culturally sensitive and understand equality and diversity	X	
12. Able to use Microsoft Office, Excel and Outlook plus CCTV	X	
13. Able to work flexibly over a 7 day week	X	
14. Understand the Health & Safety challenges of residential buildings	X	
15. To work effectively within the immediate and wider staff team.	X	
16. Demonstrate ability to work flexibly, independently, be self-motivated, non-judgementally and as a lone worker.	X	
17. Identify a commitment to working with Maninplace policies and procedures.	X	
18. Demonstrate experience of providing accommodation base activities.		X