

JOB DESCRIPTION

Job Title	Concierge
Responsible to	Housing Manager
Responsible for	N/A
Hours	Full time, 35 hours each week as per published rota
Pay	£26,946.28 per annum
Service	Operations
Location	Croydon / South-East London

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity (registration number 1116196) in South-East London. We provide a service to people living with mental health needs and who need support with their housing. QVT currently provides homes to approximately two hundred people in South-East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

2. Job Purpose

To consistently provide a welcoming and professional service to all our clients and visitors, while cultivating a safe, secure and pleasant living environment, for all everyone.

- Provide tenancy sustainment support to clients residing in our 24-hour scheme
- Respond appropriately and promptly to emergency situations, adhering to the organisation's on-call and emergency policies
- Ensure that the scheme is kept clean, safe and well maintained at all times
- Update and maintain accurate records in the organisation's customer management database

3. Main Responsibilities

- Always provide a welcoming and professional presence to clients and visitors.
- Conduct regular fire alarm tests and follow local fire alarm and safety evacuation procedures.
- Build and maintain effective working relationships with all clients, being responsive and attentive to their building or safety requests
- Arrange and participate house meetings and team meetings. Attend relevant statutory and mandatory training, along with any other specialist training required for the role
- Be responsible for completing and updating records in the 'Inform' (QVT's client management database).
- Handle incidents, accidents and challenging behaviours while maintaining a professional approach and utilising appropriate de-escalation techniques
- Ensure that the properties are maintained to a high standard and are safe, in accordance with Health and Safety legislation

- Conduct regular room, property and health & safety checks to identify issues and report them to management promptly.
- Take necessary actions, such as cleaning or performing minor repairs to ensure that the environment is homely and welcoming.
- Assist clients with the moving process, both in and out.
- Collaborate with clients and other staff members to maintain cleanliness in all properties. This includes light cleaning duties during moves, cleaning of rooms and communal areas, and cleaning of vacant rooms.
- Report all maintenance issues and ensure they are addressed to uphold health and safety standards, and foster a homely atmosphere for all clients
- Work with relevant colleagues to ensure that safeguarding practices are adhered to and documented according to QVT policy
- Provide coverage for other QVT schemes when needed
- Liaise with external agencies and attend meetings as required
- Travel between QVT schemes as necessary
- Undertake any additional tasks that may be reasonably requested by a manager
- Uphold QVT company values: Dignity, Excellence, Respect, Integrity, Kindness

This job description is as it is presently constructed. This will be reviewed periodically to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

Please note: This role does not qualify for sponsorship.

PERSON SPECIFICATION

Job Title	Concierge - 24-hour scheme
Department	Operations

Education, Qualifications and Training	Essential or Desirable
Numerate and Literate to GCSE or equivalent in English and Maths	E
Experience	
Experience working in a social housing environment	D
Experience working in the mental health sector or other supportive environments	D
Computer literate, familiarity with Microsoft packages, and experience using a client management database	E
Skills/Abilities	
An understanding of: Mental health conditions Learning Disabilities Homelessness Substance misuse and addiction	D
Awareness of current housing issues and tenancy sustainment	D
Demonstrable customer service experience	E
Good, clear, verbal and written communication skills	E
Able to relate to clients	E
Ability to work under pressure and to deadlines	E
Able to demonstrate a conscientious and dedicated attitude	E
Ability to work on own initiative and a commitment to team working	E
Awareness of issues faced by people with mental health issues	E
Flexible and adaptable	E
Patience, empathy and being able to relate to people of all ages and backgrounds	E
Resilience and ability to respond professionally to crisis and relapses	E
An understanding of the issues of housing, estate management, health and safety and how these impact on the well-being of clients and the responsibilities of landlords	E
Other relevant criteria	
Willingness to undertake further training	E
Be prepared to work unsociable hours in accordance with 24/7 shift rota if required	E
Enhanced DBS check required/funded by the company prior to starting the position.	E

Our commitment to diversity: We are committed to tackling systemic inequalities by being proactive in creating opportunities for people from under-represented groups. With this in mind, we welcome applications from all ethnic backgrounds, religions, gender identifications and sexual orientations, and from anyone who considers themselves to have a disability.