

Post title	Concierge and Estates Officer
Division / Section	Locality Housing Management and Homelessness Services
Department	Place / Safer and Stronger Communities
Responsible To	Concierge Services Team Leader
Number of post holders	78
Acting up/ Secondment	This job description does not relates to an acting up or seconded post

Purpose of job

Act as an initial point of contact for our customers to access services to help them live in a safe, clean and well maintained environment.

MAJOR TASKS/JOB ACTIVITIES

Carry out regular patrols of multi storey blocks and estates to ensure that they are clean, safe and well maintained.

Operate CCTV monitoring equipment and door entry and other IT systems to respond to customers and visitors and ensuring the safety and security of the building and areas where our customers live.

Ensure customer inquiries and complaints are dealt with quickly and effectively providing advice and information to help customers solve their problems directly where appropriate, support the local patch officer and other colleagues in partnership to resolve these issues.

Support the local patch housing officer to ensure that estate and tenancy issues are resolved, rent is collected, homes are let quickly and customers receive a high quality housing service. Make sure customers are aware of their responsibilities to look after their home, respect their neighbours and look after the neighbourhood they live in and reinforce those responsibilities where required.

Carry out a range of maintenance tasks including cleaning, removing graffiti both internally and externally, carry out minor repairs such as changing bulbs, unblocking sinks, and painting, remove dumped items and litter.

Ensure that the estate, multi storey blocks and their surrounds are kept to a high standard of cleanliness and tidiness that regularly exceed customer expectations.

Attend court to corroborate CCTV information, etc in relation to criminal investigations.

Undertake any other duties of a similar level and responsibility as may be required.

Supervision and Management of People

None.

Creativity and Innovation

Be able to build strong and effective relationships with neighbours and other residents to ensure services and customers are integrated into the local community.

Initiate action and take ownership and responsibility for ensuring multi-storeys and grounds are clean, well maintained and used responsibly by customers.

Contacts and Relationships

Liaise closely with the local patch housing officer and Housing Property Service teams to help deliver a fully integrated housing service.

Build relationships with a wide range of other colleagues from the Housing Service, other departments, emergency services, contractors and local community groups.

Present yourself and the service appropriately and effectively in a range of different circumstances with other customers, internal and external services, support agencies, elected members and other professionals.

Decisions (Discretion)

Make and contribute to team decisions as and when required and work at the direction of concierge service team leader and local patch housing officers.

Make decisions within established policies and procedures set out by the Housing Service.

Ensure decisions are in the interests of your customer, the service you work for and comply with legislation and regulatory framework within which you work.

Know when to seek support and advice from colleagues and line managers.

Decide on issues relating to health and safety, including risk assessments for personal safety and that of others.

Decisions (Consequences)

Take responsibility and ownership of the decisions you make, including the assessment of risk and mitigation, and ensure that data, records and audit trails are kept of those decisions and meet the Council's standards of regulatory compliance.

Resources

Maintain data and record systems for the service and in particular CCTV monitoring equipment.
Ensure that the Council's financial procedures are followed when dealing with cash or cheques received from customers, the procurement and storage of materials, safety and security of entry keys required by the service.
Responsible for the continuing safety and security of the area you are responsible for.

Environment – Work Demands

Deal with conflicting priorities, be able to work under own initiative and have the ability to react by re-allocating resources within challenging timescales.

Vary tactics/approach to duties to obtain the maximum return for each situation, and be able to evaluate/ensure a positive outcome.

Respond to situations and emergencies using tact and diplomacy, taking the appropriate remedial action, sometimes in challenging environments and occasionally exposed to difficult customers.

You will be expected to work evenings and weekends as part of a variable shift pattern and participate in the delivery of services at times that meet the needs and circumstances of our customers. You will be expected to provide emergency cover at little notice to cover for planned/unplanned absences.
You will be required to drive Council vehicles as an approved user.

Environment – Physical

Visible to tenants, required to be on site on a frequent basis to patrol buildings and grounds and to visit tenants. This may expose you to challenging environments such as behaviour, hygiene, infestation, litter, dirt, bodily fluids and waste.

Required to remove bulk items from the estate and the rotation of large waste receptacles using appropriate heavy lifting and manual handling techniques in various environments.

You will be required to operate cleaning and gardening machinery.

Due to the nature of the work you will be required to wear appropriate clothing, footwear and personal protective equipment which will be provided by the Council.

10% heavy manual duties, 25% outside, 15% dirty conditions, 20% cleaning, 30% dealing with customer inquiries

Environment – Working conditions

Visible in the community and to customers with extensive working in customers' homes and places where they are comfortable. Be exposed to adverse weather conditions.

Deal with challenging client behaviour such as customers with drug, alcohol, mental health or other issues which make them vulnerable.

Environment – Work Context

Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines.

Knowledge and Skills

Organisational, negotiation and influencing, conflict management and team work skills.

Must have good verbal, written and other communication skills in the context of services to customers and partnership working.

Familiar with relevant legislation, policies, procedures and codes of practice and be able to advise staff and customers appropriately.

Must be computer literate and have experience of up to date programmes.

Good working knowledge of the Council's health and safety policy, COSHH guidelines and how to apply them.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any

unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).