

<b>Job Title</b>	<b>Night Concierge</b>
<b>Location</b>	This role will be based at 21 Freeman Street but will be requirement to between all YMCA Humber locations.
<b>Job Purpose Statement</b>	<p><u>Reporting to the Head of Operations the key elements of this role are:</u></p> <ul style="list-style-type: none"> <li>• Ensure the welfare, safety and security of YMCA residents and buildings overnight.</li> <li>• Making regular security checks ensuring buildings are secure, noise and disruptions are kept to a minimum, and common areas and fire exits are kept free from obstructions.</li> <li>• Manage safe evacuation of the site in case of fire alarm activation.</li> <li>• Monitor the CCTV systems of various sites and take appropriate action around any suspicious activity, where necessary.</li> <li>• Control the out of hours access to the building by residents and contractors.</li> <li>• Provide informal support or signposting to residents if needed, and hand over appropriate information to relevant daytime staff.</li> <li>• Carry out immediate risk assessments as required.</li> <li>• Ensuring that rooms for meetings and events are set up as required.</li> <li>• Ensure the designated areas are clean and tidy for the following day.</li> <li>• Respond appropriately to emergency incidents with the accommodation.</li> </ul>
<b>Internal Relationships</b>	<p><u>This role requires relationships across the association with key areas being:</u></p> <ul style="list-style-type: none"> <li>• Residents.</li> <li>• Coaches.</li> <li>• On call Manager.</li> <li>• Caretakers.</li> <li>• Head of Operations.</li> </ul>
<b>External Relationships</b>	<p>There may be contact with members of the public and external agencies who make use of our communal/community facilities.</p> <ul style="list-style-type: none"> <li>• Emergency Services.</li> <li>• Out of hours service providers.</li> <li>• Communities and Neighbours in the area.</li> </ul>
<b>Accountabilities</b>	<b>Communications and Relationships</b>
	<ul style="list-style-type: none"> <li>• Under the guidance of the Property Services Lead and Associations relevant policies.</li> <li>• Provide informal support to residents if needed throughout the shift and ensure details of any help, support and guidance given is passed over to appropriate coach / lead.</li> <li>• Support evening engagement activities, if appropriate.</li> <li>• Attend shift handovers and provide appropriate information to ensure colleagues are fully briefed on key issues for next shift.</li> </ul>

	<b>Financial</b> <ul style="list-style-type: none"> <li>Ensure that YMCA financial policies and procedures are followed at all times.</li> <li>In exceptional circumstances use EPOS systems to take cash payments from residents for items such as meals, electricity payments, rent etc. as required.</li> </ul>
	<b>Information systems</b> <ul style="list-style-type: none"> <li>Use internal YMCA Humber Association IT systems to support day to day delivery of the role.</li> </ul> <p>Ensure all resident information is recorded accurately and appropriately on Harmonia.</p> <ul style="list-style-type: none"> <li>logging of welfare checks</li> <li>Booking residents in/out of accommodation</li> <li>details of resident conversations and referrals to external agencies</li> <li>details of any incidents, suspicious activity, unauthorised persons on site.</li> <li>Input into the work order systems to notify the property services team of significant issues relating to the maintenance and upkeep of the accommodation.</li> </ul>
	<b>HR and Training</b> <ul style="list-style-type: none"> <li>There are no line management accountabilities for this role.</li> <li>Attend regular 1;1's and team meetings with your line manager.</li> <li>Undertake training to carry out role and enhance skills required to develop within role and take active lead in personal development activities to enhance role performance.</li> </ul>
	<b>Policies and strategies</b> <p>Ensure your working practice complies to all the Associations policies and procedures. These policies include, but are not exclusive to:</p> <ul style="list-style-type: none"> <li>❖ Sharps and infectious control policy</li> <li>❖ Behavior management policy</li> <li>❖ Professional boundaries policy</li> <li>❖ Resident drugs and alcohol policy</li> <li>❖ Safeguarding policy</li> <li>❖ Lone working policy</li> <li>❖ Health and safety policy</li> </ul>
	<b>Planning and Organisation</b> <ul style="list-style-type: none"> <li>Independently plan shift workload to ensure immediate needs of all residents are met and building is prepared for the next day's activities as necessary.</li> <li>While on shift this may include immediate response to incidents as they occur.</li> <li>The Night Concierge will work under the guidance of the Property Services Lead. Although the postholder works within a 24/7 rota there is always an immediate escalation to the on-call manager who will provide advice or instruction for any required decisions.</li> <li>Judgements involving straightforward job-related facts or situations.</li> <li>The post holder has the authority to act in line with the policies and procedures set out by the Association.</li> </ul>

<b>Freedom to act and decision making and analytical skills</b>	<ul style="list-style-type: none"> <li>The Night Concierge will work under the guidance of the Head of Operations.</li> <li>The post holder only has the authority to act in line with the policies and procedures set out by the Association.</li> <li>Judgements involving facts or situations, some of which require analysis and problem solving.</li> </ul>
<b>Safeguarding and confidentiality</b>	<ul style="list-style-type: none"> <li>Ensuring any potential safeguarding issues are highlighted, actioned and/or reported as soon as possible.</li> <li>Ensure all client information remains confidential and is processed in accordance with the General Data Protection Regulations 2018.</li> </ul>
<b>Emotional effort</b>	<p>Due to the nature of the residents, this role requires some emotional effort and resilience as it involves dealing with immediate and longer-term needs of the residents.</p> <p>Most of the role is carried out whilst residents are in their rooms, however there may on occasions be a requirement to assist highly vulnerable individuals.</p>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>Undertake any other duties as may from time to time be required which are commensurate with the post.</li> <li>Conduct yourself in line with the general standards of conduct and behaviour which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers.</li> <li>A willingness to work to a variety of shifts within a rota system.</li> <li>Commitment to the YMCA Humber vision, values and Christian ethos.</li> </ul>

## Experience and Qualifications required for the role.

<u>Minimum Qualifications</u>	<u>Experience</u>
<ul style="list-style-type: none"> <li>Educated to GCSE Level, IT Skills. PC Literate.</li> <li>Level 2 in Mental Health Awareness.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a similar role.</li> <li>A fully enhanced DBS is required for this role.</li> <li>Evidence of previous work in a voluntary role.</li> </ul>