

Role	Night Concierge	Department	Operations and Facilities
Reports to	Head of Operations	Contract Type	Contracted Role

### Job Summary

The Night Concierge in supported living plays a critical role in ensuring a safe, calm, and supportive environment for residents during overnight hours. Working in accommodation that supports individuals with complex needs, the concierge provides a reassuring presence, manages security and safety procedures, and supports the wellbeing of residents by responding to issues appropriately and in accordance with YMCA safeguarding and support protocols. This role requires emotional resilience, excellent interpersonal skills, and a calm, measured approach to challenging situations.

Key Responsibilities	
Core Activities	<ul style="list-style-type: none"><li>Be visible and approachable providing low-level support and assurance for all residents.</li><li>Point of contact for any external visitors to the main building providing essential support.</li><li>Attendance at shift handover providing robust updates briefing colleagues of any changes.</li><li>Ensure rooms for events and meetings are set up as required, using What Spot.</li></ul>
Environment	<ul style="list-style-type: none"><li>Ensure all accommodation areas and clusters are maintained to the highest hygiene levels.</li><li>Make regular security, welfare, room and communal area checks ensuring building is safe and secure.</li><li>Provide ongoing assessments of noise and internal disruptions when they occur.</li></ul>
Support	<ul style="list-style-type: none"><li>Address any behavioural issues where necessary, supporting colleagues and residents alike.</li><li>Use restorative practice techniques to resolve conflict with residents and their peers.</li><li>Respond appropriately to emergency incidents with all accommodation buildings.</li><li>Carry out immediate risk assessments as required.</li></ul>
Systems & Data Recording	<ul style="list-style-type: none"><li>Use Internal IT Systems effectively including Inform, What Spot and Paxton reporting modules.</li><li>Control the out of hours access to building for residents, staff and contractors.</li><li>Monitor CCTV systems of each accommodation site taking appropriate action immediately.</li></ul>
Partnership	<ul style="list-style-type: none"><li>This role requires external relationships with partner groups and third parties who will provide support with regard overnight issues or events which may need external intervention while on shift.</li></ul>
Departmental	<ul style="list-style-type: none"><li>Working within the Housing Team and Twilight Officers you will be expected to work fluidly across all aspects of the provision supported by the Accommodation and Operational Management Team.</li></ul>
Working Pattern	<ul style="list-style-type: none"><li>fully flexible to meet the needs of the business.</li><li>Hours working to a 24/7 overnight rota in line with a rolling internal night shift rota.</li></ul>

**Education and Qualifications**

- Level 2 in Mental Health Awareness (or equivalent.)
- Safeguarding Adults Level 2
- Equality, Diversity and Inclusion

**Skills and Competencies**

- Excellent Communication and Interpersonal Skills.
- Experience in working with vulnerable people.
- Ability to work flexibly to the needs of the organisation.

**Accountabilities**

**Communication & Relationships**

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

**Information Services**

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

**Training & Development**

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

**Policies & Strategies**

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

**Planning & Organisation**

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

**Safeguarding & Confidentiality**

- Ensure effective safeguarding process are on place are adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

**Conduct & Behaviour**

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

**Other Requirements**

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.