



JOB DESCRIPTION – CONCIERGE

Scottish Veterans Residences (SVR) is a Registered Scottish Charity (SC012739) established in 1910 in reaction to the sight of veterans sleeping rough on the streets of Edinburgh. SVR is a Housing Association which provides high quality, supported accommodation for veterans who are homeless or in need

We house ex-service men and women and former members of the Merchant Navy of all ages in residences in Edinburgh, Dundee and Glasgow.

1. Job Details

Job Title	Night Concierge	Line Manager	Deputy Manager
Hours	28 hours per week	Annual Salary	£26,410.81 (Pro rata 28 hours £19,720.07)
Place of Work	2 Bellrock Close, Cranhill, Glasgow, G33 3HU		

2. Job Purpose

To deliver the safety and security of the SVR Bellrock Close supported housing service by being the first point of call for residents and visitors. The postholder will monitor all matters concerning the support and safety of residents, and the security of the campus. The Concierge will provide personal support for residents in times of difficulty, liaising with duty Residence Support Staff and the On Call Manager as necessary. To maintain safe, orderly and hygienic conditions the Reception and Administrative Areas Bellrock Close, specifically offices and common rooms, including the lifts and corridors.

3. Main Responsibilities

- Wakened Night Duty
- The Support and Safety of Residents
- Security of Premises
- Responding to Emergencies
- General Cleaning
- Maintaining a safe environment (HSW)

4. Principal Accountabilities:

The following is not an exhaustive list and can vary to meet the exigencies of the service:

- From 8pm until 8am the Concierge is the first point of contact for residents & visitors, providing an alert staff presence throughout the night.
- Respond to any concerns arising with residents or their visitors including providing support to residents experiencing psychological or physical difficulty.
- Undertake External security checks - report any repairs or litter which is observed.
- Detect signs of intrusion and ensure security of doors, windows, and gates.
- Ensure all visitors have left the premises & perimeter gates are secured
- Act at all times as a responsible and trusted person

- As directed by the On Call Manager, complete sign-ups for emergency out-of-hours referrals

5. General Safety of Residents

- Observe Fire Safety Regulations, and follow procedures including safety checks and maintain the Fire Register to include details of overnight visitors
- Monitor all automated safety systems including Fire Alarm system, intruder and panic alarms, CCTV, etc.
- Organise safe evacuation in the event of fire or flooding
- Alert On-call Management whenever necessary, and summon assistance from Emergency Services as appropriate e.g. Fire and Rescue, Ambulance, Police, etc.
- Monitor & Maintain Security throughout the building and grounds
- The Concierge team will maintain the security and safe condition of the premises by preparing regular written Safety Reports for attention of the Management Team.
- Watchfulness via regular patrols throughout the building including the Residence itself.
- Respond to any intruders or suspect activities within the campus by notifying the Police and then with access to the campus on arrival.
- Observe safe systems of work at all times, including personal safety, and work in accordance with current protocols for existing safety and security systems
- Report all faults in the building, or any other concerns with maintenance or security
- As necessary, arrange call-outs using the list of recognised tradesmen for gas, electricity, heating, water, doors and glazing, telecommunications, etc.
- Cooperate with other personnel while maintaining a safe and secure environment
- Light manual labour involving general cleaning in the front of house, specifically offices and common rooms including the lifts and corridors
- Hoovering, dusting, door and glass surfaces, bins, desks, while removing tripping or slipping hazards, or other hygiene hazards to avoid cross contamination.
- Ensure the Bellrock Close Reception is always clean, tidy and ready for use by day shift, and respond to requests on the daily schedule.

6. Communications

- Respond appropriately to telephone enquiries or unannounced visits.
- Expect to communicate with a wide range of people including residents and/or their family and friends, senior management, and other agencies, or emergency services
- Telephone manner must be calm, courteous, polite and helpful to all
- Interpersonal skills are important, particularly when dealing with any residents or other individuals who are in distress or otherwise agitated.
- Create and maintain accurate records
- Record incidents or accidents within the appropriate proforma and pass to the management team.
- When responding to urgent incidents or emergencies, relevant and accurate information should be communicated to appropriate personnel, so that a swift and effective response is provided
- Comply with Data Protection requirements in respect of all documented and computerised records
- Observe the confidentiality of the veterans we support
- Observe all relevant Health and Safety policies and procedures
- The Concierge's practice will be informed by relevant regulations

- Generic Risk Assessments (Work and Living Environment) and Specific Risk Assessments (individuals we support) will be available for reference

7. Person Specification – Knowledge, Skills and Experience Needed The essential qualifications and characteristics that will be required of the person undertaking the role are:

- SVQ II in Health and Social Care or its equivalent. (Or be willing to attain this qualification within eighteen months of starting with SVR.)
- Ability to treat people with dignity and respect
- To build strong professional relationships with the Residence Management, Support, Catering, Maintenance, and Domestic Teams
- Ability and skills that contribute to trauma-informed practice that will contribute to being an effective member SVR
- Ability to handle conflict within the workplace
- Commitment to working within SVR's Equal, Diversity and Inclusion Policy
- Able and willing to work flexible hours and shifts
- Flexibility and willingness to adapt to changing priorities
- Excellent verbal and written communication
- Ability to use MS Office packages in a proficient manner. training will be offered on SVR specific packages

8. Other Relevant Information

- The post holder has no direct reports
- The Manager is the line Manager and the Concierge will work closely with other members of the Residence.

NB. This role involves constant night-shift working, including weekend cover, and Lone Working