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a safe place to
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Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Day Concierge

Delegated Authority: TBC

Team: Hammersmith and Fulham Mental Health
Accommodation Services

Responsible to: Service Manager/ Deputy Manager

Responsible for: N/A

Job purpose



SHP Hammersmith Mental Health Accommodation services are a cluster of services across the Borough of Hammersmith & Fulham. The cluster offers a range of innovative and psychologically informed approaches to working with people who are or have experienced complex emotional distress and/or trauma.

The role of the day concierge is key in ensuring that everyone feels welcomed and included in the service. Working as part of a comprehensive team, you will work towards meeting the immediate and emotional needs of those using the service.

As the first point of contact, you will play a pivotal role of organising and delegating work to support staff; dealing with internal and external stakeholders; and responding to resident needs. You will work under the supervision of the Deputy team manager, who is on hand to guide with the completion of these tasks.

This is an entry-level position: previous experience of the sector is not required as it provides a great opportunity to learn on the job. Within the team there is a wealth of information that can be drawn from, and training will be provided. Administration and organisation skills are essential.

Work hours are on a rota basis and include working on weekends.

Key accountabilities



1.0 Reception

- 1.1. Greet and welcome residents and visitors to the office ensuring they sign in and out; dealing with or referring enquiries; providing accurate information or directing people to the appropriate member of staff.
- 1.2. Respond to and address the immediate needs of residents, providing reassurance where needed, and making follow up appointments with key workers or other necessary agency to ensure needs are met long term.
- 1.3. Ensure that all H&S compliance records (e.g., Fire safety checks, Fire Drills, Gas Checks etc.) are in good order and all standard checks are conducted punctually and discrepancies are raised and addressed accordingly.
- 1.4. Process and distribute incoming and outgoing post, ensuring that all post received is recorded, logged and signed for upon collection.
- 1.5. Monitor and respond to emails sent to the team, ensuring actions are flagged, logged and followed through in line with the Shift Delivery and Handover Procedure.
- 1.6. To give receive, record and disseminate information and practical assistance as needed, including delegating work to others as it arises throughout the day.
- 1.7. Ensure that the reception areas, communal areas and offices across the cluster remain tidy and organised.

2.0 Day to Day Shift Delivery

- 2.1. To maintain oversight of the daily activities and diarised appointments so that the team know what needs to be completed and what they are responsible for throughout their shift.
- 2.2. To maintain the Project diary by ensuring that any tasks, appointments, meetings or other pertinent information is added when it is received.

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- 2.3. Keep an oversight of the staff rota up-to date, ensuring that it remains up to date, that cover is sufficient; alert the deputy manager to gaps in cover and assist with sourcing appropriate cover.

3.0 Administrative Tasks

- 3.1. To ensure that local filling systems are maintained and remain relevant to their purpose.
- 3.2. Ensure that essential orders – such as stationary, H&S and cleaning items – are ordered (in collaboration with deputy manager) in line with service needs so that there are always sufficient supplies.
- 3.3. To produce in advance weekly promotional materials to maximise uptake of activities in liaison with the ROC (Recovery and Opportunities Coordinator) worker.
- 3.4. Use SHP finance work flows to ensure efficient returns of petty cash; monitor petty cash amounts to ensure that the service does not run out.
- 3.5. To provide additional administrative support to the team as directed by the Service manager or Deputy manager.

4.0 Resident Inclusion and Feedback

- 4.1. Promote activities and groups to residents, encouraging involvement in internal and community events in collaboration with the ROC worker.
- 4.2. Work in partnership with the team to provide support to all clients as needed.
- 4.3. Promote and lead on internal feedback methods such as the complaints procedure and suggestions boxes; making sure that these are recorded in line with SHP P&P and that they are responded to positively and in a timely manner.
- 4.4. To encourage and support involvement and participation of residents by capturing feedback/compliments.

5.0 Housing Management

- 5.1. To assist the maintenance team in dealing with and reporting property and maintenance issues; ensuring that any issues are clearly communicated promptly and efficiently using the ActiveH platform.
- 5.2. Ensure that residents are aware of when and why contractors will be attending and that they are given sufficient notice.
- 5.3. To keep residents informed at all stages of maintenance procedures and feedback on delays and/or difficulties.
- 5.4. Ensure maintenance records are promptly updated with relevant information via the ActiveH system.
- 5.5. Assist support staff with the organisation, facilitation and promotion of 'Rent Surgeries' to monitor and address arrears.
- 5.6. Take an active role in the assistance of rent collection and recording.

6.0 Information Management and Data Recording

- 6.1. Accurately record all relevant contact with residents using the appropriate processes on the IN-form Data base.
- 6.2. To create and distribute information reports as directed by the Service manager or Deputy manager.

7.0 Partnership Working

- 7.1. Respond promptly to stakeholder requests and needs, directing to the appropriate member of staff where necessary.
- 7.2. To develop and maintain good links with local statutory, voluntary agencies and other community resources, including other SHP teams, through a professional and responsive approach.

8.0 Health and Safety

- 8.1. Take the lead on H&S compliance and ensure all records up to date across the cluster.
- 8.2. Ensure that all visitors sign in and out of the service and that they receive sufficient induction upon arrival.
- 8.3. To be aware of and adhere to policies and procedures for safe working practices for staff, residents and visitors.
- 8.4. Ensure that contractors and visitors are accompanied by a staff member as appropriate, and that lone working P&P is always followed.
- 8.5. Assist with compliance responsibilities by uploading relevant documentation as appropriate or directed by the Service manager or Deputy manager.

9.0 Teamwork/Personal Development

- 9.1. To complement and support the team by assisting with the organisation of daily tasks and sharing of information.
- 9.2. To participate in team meetings, handovers, reflective practices, supervisions, appraisals and training.
- 9.3. Take an active role for your own development and SHP's aims and objectives.

10.0 Miscellaneous

- 10.1. To undertake additional tasks and responsibilities as directed by the Service manager or Deputy Manager.

Technical and professional know-how needed for position



When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Excellent organisational and administrative skills, such as: knowledge and capability of Microsoft applications such as Word and Excel; self-sufficient in the operation of computers; excellent literacy skills.
- A level of numeracy sufficient to carry out various tasks associated with budget monitoring, rent collection and interrogation, and petty cash.
- A demonstrable aptitude to work successfully with vulnerable adults – who may be experiencing emotional distress – in a residential setting and an understanding of the issues that might be encountered in such a setting.

Skills and Abilities

- The ability to be self-motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.
- An ability to effectively communicate with a range of people or agencies in order to ensure that the needs of the service, residents and staff are met.
- An understanding of the principles underlying a quality and customer focussed service with a willingness to work in a way considers peoples previous experiences and potential trauma's whilst also empowering them.