



Everyone deserves  
a safe place to  
call home.

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



Single  
Homeless  
Project

---

**Job title: Night Concierge**

**Delegated Authority: Level 8**

**Team: Gray's Inn Road Project**

**Responsible to: Team or Services Manager**

**Responsible for: Not applicable**

---

## **Job purpose**



The Gray's Inn Road supported accommodation project is a 16-bed short stay accommodation service which holds a critical position in the endeavour to address rough sleeping in the London Borough of Camden. The service, funded by the Department of Levelling Up Housing and Communities and the Greater London Authority, in partnership with One Housing Group and Camden council aligns with the strategic vision to make rough sleeping rare, brief, and non-recurrent in Camden. Although there is not a defined maximum stay, the service is designed to be a 'short stay' project and will aim to move people on into suitable housing options after 3-6 months.

As a night concierge, you will be overseeing the overnight running of the Gray's Inn Road project. You will provide first contact and safeguarding to clients during the shift which will include controlling access to the building, dealing with emergencies, carrying out H&S checks and tasks and reporting or handing over any concerns noted during your shift.

Night concierges working in SHP accommodations involves supporting people experiencing multiple disadvantages such as homelessness, mental and physical health challenges, trauma, substance use and contact with the criminal justice

---

system. Some of these clients may have high support needs and may present difficult or challenging behaviours. All night concierge will have access to advice and support from SHP's Out of Hours Management On Call service.

## **Key accountabilities**

### **Shift Duties**

- To support the work of the project by ensuring that it and the clients are safe and secure through the provision of overnight waking cover and door control.
- To carry out other project tasks at the direction of the manager.
- Carry out client concierge aid including letting into rooms, letting in and out of building, dealing with emergencies.
- Carry out Welfare checks on clients of concern.
- Address behaviours which constitute breaches of license / tenancy agreement and the House Rules.

### **Residents Support**

- To provide basic first contact advice and support to clients and to contact the sleepover worker or managerial On call service as appropriate.

### **Health & Safety**

- To actively ensure the security of the building through regular Health and Safety Checks and the monitoring of the CCTV system.
- To record any findings in line with policy and procedure.

- 
- To take action in the event of a fire or emergency and calling emergency services as appropriate.

### **Administration and Maintenance**

- To log any reported maintenance issues and liaise with the RSL as appropriate.
- Using the hostel systems to log client contacts appropriately.

### **Teamwork**

- To complement and support the work of other project staff through the recording and handing over of relevant information after each shift
- To take responsibility for punctual attendance.
- To participate in supervisions, appraisals and training as appropriate and to take active responsibility for developing skill and knowledge.

## 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**

- The ability to work alone without direct supervision.
- A mature and non-judgemental attitude to working with a client group that may present challenging behaviour.
- A basic understanding of the often complex issues likely to be presented by the vulnerable people who use SHP services. These are likely to include:
  - Mental and Physical ill health
  - Challenging behaviour
  - Drug and Alcohol use
  - Anti social behaviour
  - Offending
- Good customer care skills, honesty, punctuality and integrity.
- The confidence to challenge appropriately, and the ability to use initiative and make reasoned and quick decisions within SHP's policy and procedural framework
- An understanding of Health and Safety at work and the likely issues to occur in a residential building.
- An ability to be self-servicing in the use of the computer to create notes and logs and to send and receive emails.

- 
- A reasonable level of physical fitness and a willingness and ability to work throughout the night as scheduled in the rota.