



Night and Weekend Concierge Worker (Housing Services)

X2 full time roles (40 hours)

X1 part time role (16 hours)

Applicant Information Pack

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required.

We are an equal opportunities employer.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed 5 years ago in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to:

- Care leavers
- People who are homeless or at risk of homelessness
- Refugees

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term. We have over 650 units of accommodation across 15 local authorities.

We currently employ over 70 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire. We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless: we provide intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to refugees largely under the government Syrian Vulnerable People Resettlement Programme.
- ✓ Accommodation and support for 16-17-year-old care leavers and asylum-seeking unaccompanied children and a housing/support service for 18-25-year olds.
- ✓ Advocacy and development in the homelessness sector with a focus on improving standards in the PRS and supported accommodation sector.

Staff say:

“Spring goes above and beyond; doing what needs to be done to help an individual”

“Flexible working/ find ways to make it work rather than saying ‘no’”

“Creating homes, not just housing”

Staff Roadshow – Creating Spring Values 2018

Customers Say:

“Spring is very good. Good housing and takes care of people”

“the staff here are very polite sincere and helpful”

“I would recommend spring to anyone”

Customer Survey 2018

Benefits of Working with Spring:

✓ Flexible working hours including part time hours, evenings and weekends

✓ 30 days per annum including bank holidays

✓ 1 day's paid leave (pro rata) on your birthday

✓ Contributory pension scheme

✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade

✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments

✓ Employee assistance programme – free

Thank you from Dominic Bradley.

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert: Night & Weekend Concierge Worker Housing Services

This is an exciting opportunity for a Night & Weekend Concierge Worker to join our growing charity. You will work in our new 24-hour accommodation services based in Coventry, that provides accommodation and support to vulnerable individuals (aged 18 plus). The aim of the service is to support the individuals to live healthy, happy independent lives within communities through early targeted prevention, personalised support and partnership working.

An understanding of the support needs of the young people we work with is desirable. You will be responsible for helping to keep our properties safe and secure during the night and supporting the young people. You will be responsible for controlling access to buildings, monitoring CCTV, dealing with emergencies, including ASB issues, carrying out H&S checks and reporting on any events or concerns. While there are systems in place to support you, a substantial part of the role is lone working and you will therefore need to be competent and confident when working alone.

The position involves working 16-40 hours per week on a shift pattern.

You will be required to complete a report of any incidents during your shift, therefore candidates must have good literacy and computer skills.

You will also need to be flexible with your working hours to meet the needs of the business

An enhanced DBS check will be required. At Spring, we value our staff and work hard to develop their skills through the provision of excellent training and support.

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

Spring Housing Association is an equal opportunities employer.

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please email us at recruitment@springhousing.org.uk

Please note: Spring are putting in measures to protect candidates and our colleagues from COVID-19. Whilst we are still continuing to recruit for this position and other roles in the organisation we will be implementing virtual interviews/assessments.

Salary: up to £19,396.08

Profile and Person Specification

Section 1 - Role

Post:	Night & Weekend Concierge Worker
Reporting to:	Team Leader
Directive:	Housing Services
Grade/Salary:	Up to £19,396.08
Car user:	Up to 40p per mile

Section 2 - Key Tasks and Responsibilities

You will provide first contact and safeguarding to the clients in our supported accommodation services. You will be responsible for controlling access to buildings, dealing with emergencies, carrying out H&S checks and reporting on any events or concerns.

You will have basic understanding and non-judgmental attitude to working with a client group that maybe experiencing complex issues such as mental and/or physical ill health, challenging behaviour, substance use and offending.

You will have access to advice and support from Spring Housing Associations Out of Hours Management on Call service.

Section 3 – Duties

1. To act with integrity and be awake and alert at all times during your shift
2. To maintain the safety and security of residents and the building by; supervising the entry and exiting of the building, undertaking regular Health and Safety Checks on patrols and monitoring the CCTV system.
3. Support customers with their enquiries
4. To maintain a full and accurate log of events, report on incidents, record contact with clients on file and report any maintenance issues for the purpose of clear and concise communication to service staff.
5. To take immediate action in the event of a fire or emergency; calling emergency services as appropriate. To respond to medical emergencies with first aid and follow up where needed by making contact with emergency services and the on call manager. To respond appropriately to violent incidents.
6. To be a good team player and work constructively with colleagues and managers in all aspects of the post holders work.
7. Carry out cleaning duties as and when required
8. To take responsibility for punctual attendance. To participate in supervisions, appraisals and training as appropriate and to take active responsibility for personal development.
9. Attend disperse properties to facilitate welfare checks
10. Upon request, to participate in verbal and written handovers from outgoing / incoming service staff.

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment • NVQ level 2 qualification in Housing / Health and Social Care is desirable (or working towards) 	✓	✓
Experience <ul style="list-style-type: none"> • Experience of working with vulnerable groups • Experience of working within policies, procedure frameworks • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively ensuring risks are reduced 	✓ ✓ ✓	✓
Knowledge and Understanding <ul style="list-style-type: none"> • Knowledge of the incident management • Understanding of housing management systems • Knowledge and understanding of external partner agencies • Good understanding of IT systems including word, excel, email • Understanding of the effects of homelessness has on individuals • Understanding of the need for and observe confidentiality at all times • Understanding of health and safety and risk management 	✓ ✓ ✓ ✓ ✓ ✓	✓
Abilities and Skills <ul style="list-style-type: none"> • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills 	✓ ✓ ✓ ✓ ✓	✓
Behaviours <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies • Promotion of equality of opportunity for vulnerable people • Recognise and value all aspects of diversity 	✓ ✓ ✓ ✓ ✓	
Additional Job Requirements <ul style="list-style-type: none"> • Able to work at weekends and night 	✓	