

## Job Description

<b>Job Title: Concierge</b>	Community and Environment
<b>Division</b> Public Space	<b>Job Number:</b>
<b>Grade:</b> Scale 4	<b>Date last updated: January 2015</b>

### EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## Overall Purpose of Job

To assist with the delivery of an effective and efficient delivery of Concierge Street cleansing and estate services including the following:

Concierge Functions  
Internal Block Cleaning

The post holder will ensure that high quality services are delivered at all times, in order to achieve a clean and safe environment for residents and the public and will have support from their Public Space Supervisor.

## Job Context

1. The post holder reports to an Public Space Supervisor

2. The post holder has no direct budget responsibility.
3. The post holder will be responsible for keeping the Public Space Supervisor advised of service delivery issues and developments, and to assist with any problems in a timely and cost efficient way.
4. The post holder must respond appropriately to any emergency situations that arise within the Service.
5. The post holder will ensure that high quality services are delivered at all times, displaying the willingness and flexibility to respond promptly and positively to ever changing demands.
6. The post holder will interface with the public and external agencies and as a front line member of staff, to be ambassadorial in the approach to work that promotes excellent customer care.
7. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.
8. The post holder will be required to wear a uniform and adhere to this dress code at all times.

### **Key Tasks and Accountabilities**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To work as and where directed, by work patterns as required, to achieve a clean and secure environment, and provide related estate services functions. To note defects or other matters coming to the attention of the post-holder which are beyond the remit of the post, report, and take any other appropriate follow-up action.
2. To provide security and concierge service within the lobby of a block, including the operation of security and door entry control systems.
3. To give assistance to tenants, leaseholders and prospective tenants, report their problems to an appropriate officer, or refer them to a source of further help.

4. To ensure that communal areas of specified residential block(s) are kept clean to a high standard, including by cleaning of lifts, entrance lobbies, communal landings, staircases, stairwells, walls and windows, light fittings, chute rooms, and other areas as required or directed.
5. To keep external housing areas clean and tidy, including grassed areas, shrubs, play areas, bin compounds, footpaths, drying areas, accessible roofs and gutters, and garage areas; including weed control, simple grounds maintenance, and graffiti removal.
6. To attend to refuse containers, including changing as required; and ensuring that blocked chutes are cleared without delay.
7. To check the operation of lifts. To check communal and emergency lighting, heating clocks etc. and take action where necessary, including changing bulbs. To check for disrepair within communal areas, with particular attention to health and safety factors.
8. To ensure prompt attention to emergencies, calling assistance when necessary, and making safe and secure. Attend to blockages in sinks, wastes, drains, and shut down water supplies if burst pipes or flooding occurs.
9. Undertake simple repairs and preventative maintenance, including minor carpentry and plumbing.
10. Where tenants or leaseholders are in breach of tenancy or lease conditions, to inform the Public Space Supervisor where appropriate, and respond directly where reasonable, or directed to do so.
11. To be responsible for the safe-keeping, correct use and basic maintenance of all materials, machinery and equipment provided.
12. To use and be available for contact through phone, radio etc. as supplied and use VDU and computer systems for duties.
13. To maintain a log or other records, including hours of duty worked, as required or directed and wears protective clothing provided whilst on duty.
14. To undertake appropriate training as necessary and carry out appropriate duties, as directed, at any work location within the borough to ensure service delivery is maintained.

## Person Specification

<b>Job Title: Concierge</b>	<b>Service Area:</b> Community and Environment
<b>Division:</b> Public Space	<b>Job Number:</b>
Grade: Scale 4	<b>Date last updated:</b> March 2010
<p><b>IMPORTANT INFORMATION FOR APPLICANTS</b></p> <p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.</p>	
<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
<p><b>EQUALITY AND DIVERSITY</b> We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b> Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	

<b>KNOWLEDGE:</b>  1. Awareness of tenants' and leaseholders' needs and problems and to respond in a sympathetic and co-operative manner.	Application/Interview
<b>EXPERIENCE:</b>  2 . Experience of working contact with the general public or with residents.	Application/Interview

<b>SKILLS AND ABILITIES:</b>	
3      Ability to present a reliable and trustworthy image at all times, remaining courteous and diplomatic in difficult situations.	Interview/ Application Form
4      Ability to be reliable and to deal with emergencies.	Interview/Application Form
5      Ability to use information technology or ability to be trained in such use.	Application form/ Interview/test
6      Ability to use door control and other security equipment, or ability to be trained in such use.	Interview
7      Ability to clean residential blocks to a high standard	Interview/ Test
8      Ability to undertake minor repairs and preventive maintenance, or to be trained in such skills.	Interview/ Test
9.      Level of numerical and verbal skills sufficient to enable post-holder to undertake duties of the post.	Test
10      Ability to work to working patterns including evenings, weekends and Bank holidays	Interview

<b>PERSONAL STYLE AND BEHAVIOUR:</b>	
Commitment to provide a better living environment and good street and estate cleansing services for tenants, leaseholders and the public.	Application/Interview
Commitment to quality in regard to service delivery, decision making processes and working practices, and to promoting a positive image of the Council.	Application/Interview
Having a pro-active attitude and approach to meet the ever changing needs of the service.	Application/Interview
<b>OTHER SPECIAL REQUIREMENTS:</b>  Able to work occasional weekends and evenings to maintain service delivery.	
Must be physically able to carry out the duties as described, including moving large refuse containers and moving bulky items, and to carry out work in areas not easily accessible	
This post maybe subject to a (standard/enhanced) DBS (CRB check).	

This post is exempt from The  
Rehabilitation of Offenders Act (1974).



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	Application/Interview
	Application/Interview
	Interview
	Test/Medical Occupational Health



