

# Job Description

**Directorate:** Homes + Communities

**Job Title:**  
Concierge  
Officer

**Service Area:** Neighbourhoods

**Grade:** B

**Special Conditions:** The Grade of the post takes into account the need to work bank holidays, concessionary days, weekend working and shift working.

**Role Profile:**

**DBS Disclosure:** Not Required

**Issue Date:**  
30/10/24

**Responsible to:** Concierge Supervisor

**Job Purpose and Role:**

- To be responsible for ensuring customers live in a clean, safe and secure environment.
- To support and monitor cleaning of communal areas internally and externally on flatted estates.
- To manage and support the removal of waste in conjunction with City Councils Waste Services.
- To carry out Fire Safety Checks and inspections of communal areas.

- To act upon the risk assessment process and remove hazards in accordance with Health and Safety procedures.
- To identify and report repair requirements in a timely fashion.
- To provide an efficient and courteous response to customers' requests for assistance from various communication streams.
- To work within service standards and timescales.
- To meet agreed performance targets.
- Support and contribute to organisational priorities, including responding to, monitoring and reporting Anti-Social Behaviour, Tenancy support and supporting other Wolverhampton Homes Departments on flatted estates.
- To provide high-quality customer service.

## General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Knowledge and Experience	
		Essential	Desirable
<b>Leadership</b>	<p>Individuals will provide support within well-established guidelines working for the team or on projects.</p> <p>Works on own initiative where work is routine or processes well established.</p> <p>Ability to adapt to meet service delivery requirements.</p> <p>Ability to plan and organise day-to-day tasks and work to deadlines.</p>	<p>GCSE in English and Mathematics Level C or equivalent.</p> <p>Positive, can-do attitude.</p> <p>Willingness to undertake training as required.</p> <p>Good organisational skills to plan tasks and workload.</p> <p>Adherence to Wolverhampton Homes' Policies and procedures.</p>	<p>Leads by example.</p> <p>Shares best practice.</p> <p>Seeks personal responsibility and ownership.</p>
<b>Communication and customer service</b>	<p>Understands the importance of customer service to the organisation.</p> <p>Take ownership and personal responsibility for responding to customer needs.</p> <p>Demonstrates good interpersonal and influencing skills.</p> <p>Receives and passes messages accurately in a clear and concise manner.</p> <p>Communicates clearly and concisely both orally and in writing.</p> <p>Anticipates and takes responsibility for dealing with issues before they become visible to the customer.</p>	<p>Experience in delivering excellent customer service.</p> <p>Good oral communication skills.</p> <p>Takes ownership of issues with the customer at the forefront.</p> <p>Active listening and ability to respond to customers.</p> <p>Treating customers fairly, with respect and dignity</p>	<p>Good written communication skills.</p> <p>Competent in the use of common IT systems.</p>

	Uses online methods such as social media and internet to improve customer service.		
<b>Team working</b>	<p>Actively promotes a positive, trusting and safe working environment.</p> <p>Contributes fully as a team member and actively supports staff and teams.</p> <p>Ability to work effectively with other teams, undertaking project work being flexible and adaptable as required.</p>	<p>Experience of working within a team to achieve targets.</p> <p>Self-motivated, confident, reliable and flexible.</p> <p>Demonstrates the ability to build good working relationships with colleagues and customers.</p>	Demonstrates the ability to balance workloads and priorities.
<b>Decision making and problem solving</b>	<p>Able to collect and analyse data to make informed decisions.</p> <p>Actively seek guidance from senior team members and Supervisors where appropriate.</p> <p>Ability to come up with innovative ways of looking at problems and thinking 'outside the box' to derive solutions.</p>	<p>Good influencing, negotiation and interpersonal skills.</p> <p>Ability to solve problems and meet deadlines.</p> <p>Demonstrate the ability to make clear, informed, appropriate and timely decisions.</p> <p>Ability to identify risk and prioritise tasks accordingly.</p>	Understand the positive impact that effective decision making and problem solving has on Customer satisfaction.
<b>Equality and Diversity</b>	<p>To have an awareness of the Equality Act and the requirements contained within it.</p> <p>Recognises the needs of customers and staff that may have special requirements i.e. barriers to communications or access to</p>	Attitude/behaviour consistent with Wolverhampton Homes' Policies and Procedures	Confidence to challenge unacceptable behaviour and report where required.

	<p>services or equipment to enable to undertake their role.</p> <p>Challenges unacceptable behaviour and reports where required to manager.</p> <p>Understands where and how to seek advice and guidance in relation to Equality and Diversity.</p> <p>Can identify the forms which discrimination may take and be aware of the needs of a multicultural society.</p>	<p>The ability to demonstrate respect for, interest in and understanding of a range of attitudes, beliefs and traditions and how these affects and contribute to the work of the organisation and the achievement of its purpose and strategy.</p>	<p>Attitude to embrace differences and show tolerance and understanding.</p>
<b>Health and safety</b>	<p>To be aware of Health and Safety procedures.</p> <p>Report incidents without delay and complete accident forms accurately and legibly.</p> <p>Works in a safe and appropriate manner i.e. Lone Working.</p> <p>Understanding of the Health and Safety at Work Act 1974.</p> <p>Raise awareness to Customers of Health and Safety within flatted estates.</p>	<p>Awareness of the importance of Health and Safety and working in a safe and appropriate manner always.</p> <p>Understanding of risk management.</p> <p>Prompt reporting of Health and Safety issues.</p> <p>Personal responsibility for own personal safety.</p>	<p>A knowledge of relevant Health and Safety legislation including Health and Safety at work act, RIDDOR and COSHH.</p>
<b>Financial management</b>	<p>To comply with financial regulations and procurement procedures.</p>	<p>Awareness of value for money with a commitment to making efficiency savings.</p>	<p>Ability to flex approaches in role to reduce costs.</p>

	<p>To avoid wasting resources and contribute to value for money improvements in service delivery.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately.</p> <p>To seek authority from Supervisors in regard to any services requiring additional funding.</p>		
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**Disqualifying Factors:** Indication of attitudes/behaviours inconsistent with Wolverhampton Homes' Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours