



JOB DESCRIPTION

Job Title:	Concierge
Company:	ClwydAlyn Housing
Department:	Supported Living
Responsible to:	Team Leader, Senior Project Officer and Supported Living Manager.
Responsible for:	Creating an environment where our residents can flourish. This role will require a flexible approach due to including waking nights and weekend working where applicable to the operational requirements of the service.
Qualifications:	Relevant experience in dealing with people/front of house duties.
Location:	Various locations. The post holder will be based at one location but may be asked to work at any of CA's other Supported Living Schemes subject to operational requirements.
Date of Evaluation:	2020

Disclosure & Barring Service Check requirement:

This role has been assessed as requiring an **Enhanced Level Disclosure and Barring Service (DBS) with Barred List check** due to the work being undertaken being performed directly with vulnerable groups or children which is deemed regulated activity.

As a Concierge you'll play an active role in creating an environment where our residents can flourish. You will be someone who values inclusivity and is passionate about giving people support in their home and within their community to improve their quality of life.

Our mission at ClwydAlyn is "Together to Beat Poverty!" and your role is key in helping us to eradicate the causes of poverty across North Wales by enhancing the lives and promoting the wellbeing of our residents.

Relationship building and team work is key to the success of this role. You will work alongside the Team providing support and guidance to our residents, empowering and encouraging them to make positive choices which could lead to volunteering, apprenticeships, work placements, education and ultimately moving onto living an independent life style and contributing and feeling part of the community.

The role is both challenging and rewarding – making a real difference to people's lives means that you'll need to be bold, passionate and confident in having open and honest conversations.

At the heart of the Concierge Role, you will:

- Provide a Concierge Service and be the first point of contact for residents, controlling access to and from the building.
- Be able to record and capture relevant and necessary information.
- Lead on our values incorporating safeguarding and health and safety in everything you do.
- Have a flexible and proactive approach to assisting the team to support our residents.
- Lead by example, demonstrating our values, behaviours and Code of Conduct.
- Be accountable for your own and team actions.
- Be open and encourage honest conversations, be willing to accept and act on constructive feedback, keeping people informed, and always do what we've said we'll do.
- Having a resilient approach to dealing with challenging behaviours.
- Take pride in your working environment.
- Treat everyone as an individual.
- Be open to change and work with partner agencies so that we can achieve more and find solutions to the challenges we face.
- Believe in bringing out the best in people, equipping them to make their own decisions and meeting their full potential.