 WEST MERCIA WOMEN’S AID

[Charity No 1078496]

**OUT-OF-HOURS REFUGE CONCIERGE**

**HEREFORD**

**We are seeking to recruit a Night Time Concierge to maintain and protect the safety and security of WMWA refuges and provide appropriate housing management safety and security for refuge residents.**

**Hours of Work: 37 hours**

Evening cover is required 5 nights a week. Hours to be agreed.

West Mercia Women’s Aid (WMWA) are working hard to continue to provide much-needed support for those affected by domestic abuse. Despite the constraints of coronavirus, our Refuges are operating in accordance with strict government guidelines, with provision of appropriate PPE to all staff and with safe working practices.

**We are looking for someone who …..**

* is committed to the values of empowerment and equality
* has experience of working as part of a team to improve outcomes for the vulnerable
* has experience of the management of properties in multi-occupation
* can deal calmly and effectively with emergency situations and services

**You should have knowledge and understanding of …..**

* basic security systems
* utilities eg heating, lighting, water– sufficient to identify the source of malfunction and to call out the appropriate support services
* tenancy and housing management
* health and safety and its application in the residential setting
* domestic abuse issues and the needs of those affected by it
* safeguarding children processes and practice

**Your role will include …..**

* maintaining and protecting the safety and security of Refuge and its residents, out of normal office hours
* being a first point of call when dealing with emergencies, e.g. fire, medical, police etc and to manage such emergencies appropriately to ensure that action is taken to prevent damage to the premises and ensure the safety and well-being of residents
* maintaining an effective ongoing relationship with the Police and other emergency response services, as appropriate.
* monitoring and supervising visitors whilst entering refuge.
* providing a concierge service to residents, staff and other visitors in a professional and friendly manner
* assisting in tenancy management matters, ensuring residents understand their rights and responsibilities, including monitoring and reporting of any breaches of tenancy, dealing with complaints and tenancy disputes.
* answering telephone calls, transferring callers and taking messages as required.
* contributing to monthly health & safety scheme inspections & issues resolution and maintaining computerised records of all checks and actions.
* reporting and recording all issues relating to the Health, Safety and Welfare of the residents to the appropriate staff.
* implementation of fire policy
* dealing with manual and computerized records and monitoring CCTV screens.
* carrying out minor repairs and maintenance tasks e.g. changing light bulbs in communal areas, assisting residents who are unable to complete their own routine tasks.
* undertaking domestic duties including cleaning in offices and communal areas.

**An understanding of the importance of maintaining professional boundaries is essential in this busy role.**

**IF YOU HAVE RELEVANT EXPERIENCE, TRANSFERABLE SKILLS AND A KNOWLEDGE AND UNDERSTANDING OF DOMESTIC ABUSE ISSUES AND THE NEEDS OF THOSE AFFECTED BY IT, WE WOULD LOVE TO HEAR FROM YOU.**

**Applications can be made by CV and accompanying letter, outlining your reasons for applying for the post(s). For more information, a copy of the job description and person specification or to apply for these posts, please refer to our website**

**http://westmerciawomensaid.org/jobs-volunteering/job-opportunities**

**CLOSING DATE FOR APPLICATIONS : 12.00 Noon – 26th April 2022**

**Interviews will be held weeks commencing 2nd May 2022**

*Please Note : this closing date should be treated as a guide. WMWA reserves the right to close the vacancy once we have sufficient applications so we would advise you to submit your application as early as possible to avoid disappointment. Only shortlisted applicants will be contacted. Thank you.*

[Charity No 1078496]

All posts are open to women only – in accordance with The Equality Act 2010, Schedule 9, Part 1. All posts are subject to Enhanced DBS checks & satisfactory references

**WMWA values diversity and welcomes applications from all sections of the community.**

Reference ID: Concierge Hereford

Job Types: Full Time

Salary: £21,333.00 per year FTE

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