



Job Description: Night Time Housing Management

Introduction

Our Housing Management team provide an effective concierge and security service, working across various schemes and projects in Mid Cornwall and their role does involve regular travel and occasional lone working. Due to the nature of the role, the working hours are flexible and will involve shift work including some weekends, bank holidays, evenings, and nights.

The main aspects of the role involve the provision of an effective and responsive reception and housing management service, acting as a first point of contact for all service users, visitors and suppliers and ensuring that the highest levels of care and service are always maintained to meet service user and organisational requirements.

We are looking for people who possess excellent numeracy and literacy skills, equivalent to a C grade at GCSE English and Mathematics. The right individuals will also ideally possess a qualification in First Aid, as well as Front of House or Security Industry (SIA) experience although this is preferred and not essential.

Person Specification

We are looking for individuals who are strong communicators. Excellent organisational skills are key, as well as an empathetic nature and a genuine passion and interest in helping others. You'll also possess the ability to manage a varied workload, as well as being able to think on your feet and react to unexpected situations in a positive and proactive way.

Prior to the formal interview process we will invite you to attend for a relaxed half taster day, this will be your chance to see the work we do in supporting vulnerable people and to decide if this is something you feel suited to. Please be prepared for this, any expenses

Salary and Benefits

Salary:

£23,811 to £25,184 per year

Hours:

Flexible, full time with a minimum of 48 hours a week.

Benefits:

Monthly attendance bonus (up to £50)
Short notice shift payment
Weekly on-call payment
Death in service benefit
Refer a friend scheme
Phone Allowance
SIA Contribution payment
28 days annual leave

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