



Job Description: Nighttime 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 involves 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 the 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 charity requirements.

We are looking for candidates who possess the **right attitude** and a willingness to **learn**, meaning previous experience, although beneficial, is not required.

Person Specification

We are looking for individuals who are strong **communicators** with a positive 'can do' **attitude**. Excellent organisational skills are key, as well as an empathetic nature and a genuine passion and interest in helping others.

You'll be a team player with strong **collaboration** skills, alongside 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-day taster**, this will be your chance to see the work we do in supporting at-risk people and to decide if this is something to which you feel suited. Please be prepared for this, and any expenses incurred will be **covered**.

Salary and Benefits

Salary:

£26,643.08 (full time, 48 hour week)

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 - £10 p/m

SIA contribution payment

Uniform provided

Night shift top up - £12 per night shift

Board of Trustees: Mark Steer (Chair), Hugh Hedderly (Vice Chair). Margaret Jane (Board Secretary), Jan Varney, Tim Styles LLB, William Horton, Gareth Bray MBE, Elaine Roberts, Jude Cross, Kevin Prinsloo.