

**ARC**

## **JOB DESCRIPTION – HOSTEL CONGIERGE AND SECURITY**

**Service cover:**

Lindley House - Taunton

2 Week rolling rota comprising of the below shift pattern

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| **Week 1** | **Wednesday, Thursday, Friday**  | **20:30-07:30** |
| **Week 2**  | **Monday, Tuesday**  | **20:30-07:30** |
|  | **Saturday, Sunday**  | **07:30-19:30** |

39.5 hours per week

Salary of £27469 per annum with an additional £3081 per Annum unsociable hours allowance

**About Us:
Lindley house is a supportive and safe environment dedicated to assisting individuals experiencing homelessness. We are seeking compassionate, empathetic, and reliable individual to join our team and make a difference in the lives of individuals that we support.**

**Job Purpose:**

To provide a safe, secure and welcoming environment for clients, staff, and visitors within Lindley house. Ensuring our hostel remains a welcoming and safe space for everyone who walks through our doors.

Working both alone and as part of a staff team:

* Maintaining the safety and security of the premises
* Maximise Arc’s success by providing high quality client services.
* Supporting the daily running of the Hostel
* Providing a welcoming environment to the clients within Arc
* Provide responsive support to clients of Arc

**Key Responsibilities:**

**Security & Safety**

* Monitor who enters and leaves the building to ensure residents, staff, and guests feel safe
* Carry out regular checks of the building and surrounding areas to identify and respond to any risks or concerns
* Respond appropriately to incidents, using de-escalation skills and contacting supporting agencies where needed
* Assist with fire safety checks and emergency procedures
* Record and report all incidents, concerns, and maintenance issues clearly and promptly
* Manage anti-social behaviour and de-escalate conflicts, liaising with internal and external support services when required
* Attend fire alarms, ASB reports at our other sites where needed and appropriate.

**Frontline Support & Reception**

* Act as the first point of contact for residents, visitors, professionals and member of the public both in person and via phone
* Welcome residents and visitors warmly, offering reassurance and assistance where appropriate
* Build respectful, professional relationships with residents, recognising the challenges they may be facing
* Offer practical support (e.g. answering questions, reporting maintenance issues, signposting to staff)
* Manage post, deliveries, and access to the building
* Ensure the reception area and communal spaces are safe, clean, and welcoming

**Client support**

* Assist in the Monitor the wellbeing of clients
* Action any safeguarding concerns in line with Arc policies and procedures
* Continually perform dynamic risk and wellbeing assessments
* Support residents with basic queries, signposting to relevant staff or services

**Operational Support**

* Maintain daily notes within Arcs database to ensure continuity between shifts
* Assist in enforcing hostel rules and expectations
* Report maintenance issues
* Work collaboratively with support staff to maintain a positive and supportive environment

**Teamwork & Communication**

* Work closely with the wider staff team to ensure residents’ needs are met consistently
* Participate in team meetings, training, and reflective practice
* Share concerns or safeguarding issues sensitively and in line with policy

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PERSON SPECIFICATION – HOSTEL CONGIERGE AND SECUIRTY

Essential

* Strong communication and interpersonal skills, able to build rapport with clients from diverse backgrounds.
* Ability to handle challenging or sensitive situations with empathy, patience, and professionalism.
* Ability to work under pressure and respond to emergency situations
* Ability to work flexibly in response to changing organisational and client requirements
* Ability to work both as part of a team and on own without supervision. Confident in lone working
* Ability to negotiate with and influence others
* Able to work shifts
* Competent in organising and planning
* Proficient administrative and IT skills
* Understanding of importance of equal opportunities
* Experience of managing conflict and aggression
* Strong awareness of safeguarding, confidentiality, and personal boundaries
* Ability to work shifts (including nights, weekends and bank holidays)
* Holds a valid UK driving license

**Desirable**

* Currently holds a SIA (Security Industry Authority) Licence (training and license can be provided)
* Experience working with vulnerable or homeless individuals
* Understanding of substance misuse, mental health issues, and trauma-informed practice