

Dear Applicant

## **Accommodation Security Worker / Concierge**

Thank you for your interest in the above position.

Full details of the position are included here. An application form is available for download from our website at [www.ymcadoncaster.org.uk](http://www.ymcadoncaster.org.uk)

We also encourage you to read our website and find out more about us and our work.

## **Submitting Your Application**

All applications must be on the YMCA Doncaster application form. CVs and other forms of application will not be considered.

By Post:  
Olivia Burton  
YMCA Doncaster  
Wood Street  
Doncaster  
DN1 3LH

By Email:  
[olivia.burton@doncasterymca.org.uk](mailto:olivia.burton@doncasterymca.org.uk)

If sending via email, your application must be in Word or PDF. Please do not send skydrive links or similar.

## **Closing Date and Selection**

We are looking to appoint as soon as possible. Please apply as soon as you are able to do so.

Shortlisting is based on our Person Specification (see page 3 of this pack), and your application should include clear examples of how you meet each one of our criteria.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us within three weeks of applying, you've unfortunately not been successful on this occasion.

## **Questions**

If you are considering making an application yourself, and you've not been able to find the answer to your query by reading the information provided here and on our website, please email your question to [olivia.burton@doncasterymca.org.uk](mailto:olivia.burton@doncasterymca.org.uk)

## **Direct applications only - strictly no recruitment agencies**

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create inclusive and energising communities where young people can truly belong, contribute and thrive.

## **Job Description – Accommodation Security Worker / Concierge**

### **Job Purpose**

To maintain and protect the safety and security of the Supported Accommodation premises, controlling access and providing a professional service to residents, staff and others.

### **Main Responsibilities**

To provide a visible security presence, patrolling premises as scheduled and dealing with issues arising.

To ensure that buildings and entry points are secure.

To clean communal areas, bathrooms and toilets as needed.

To act as the professional point of contact with the emergency and statutory services.

To liaise with police where needed to prevent damage to the YMCA's premises and / or property.

To monitor CCTV screens and deal with issues arising.

To ensure that any incidents relating to security, safety, disorder, damage and similar are dealt with to the limits of the position's authority, including informing the relevant manager where necessary.

To maintain accurate shift logs of patrols, incidents, visitors and other security matters.

To carry out maintenance tasks, and to oversee contractors as specified by the relevant manager.

To conduct and record routine checks on fire and other safety provisions.

To supervise access to the laundry and the loan of equipment including the iron and Hoover.

To help with allocating accommodation and inducting new clients.

To carry out administrative tasks, including taking rent, answering telephone calls and providing appropriate information to callers in accordance with procedure.

To refer all client support issues to the appropriate member of the support team.

To develop and maintain professional relationships with members, users and with other staff, and to maintain confidentiality at all times.

To represent the Association positively in all relationships, both internal and external.

To work to the policies and procedures of YMCA Doncaster.

To cover other duties where necessary in times of absence or vacancies.

Other reasonable duties as required from time to time by the Line Manager.



## **Person Specification – Accommodation Security Worker / Concierge**

### **Please Note**

This is the most important part of the Application Pack. Your application should address these points as clearly as possible. Our selection will be based on the criteria here.

- A good standard of basic education.
- Able to work alone and be self-motivated.
- Able to receive and act on written instruction.
- Able to record shift logs and other information clearly.
- Effective verbal communication skills.
- Able to carry out basic administrative tasks accurately.
- Able to carry out monitoring patrols across indoor and outdoor areas including four floors and two stairways, and to deal with any issues arising.
- Able to carry out cleaning and basic DIY tasks.
- Able to deal appropriately with difficult and demanding situations, including situations involving conflict and aggression.
- Able to operate to standard procedures.
- Able to maintain confidentiality and appropriate boundaries, and a clear understanding of the importance of those.
- A broad understanding of the work of YMCA Doncaster and our Ethos and Values.
- Able to represent the Association positively, professionally and with credibility.
- Reliability, loyalty and integrity.



## **Main Terms and Conditions of Employment – Accommodation Security Worker / Concierge**

### **Rate of Pay**

£7.78 per hour, rising to £8.12 following successful probationary period. Paid weekly in arrears. Agreed overtime paid at the equivalent hourly rate.

### **Hours of Work**

An average of 40 hours per week, with overtime available from time to time.

(40 hours minimum guaranteed).

This post has variable hours, including daytime and night shifts.

You will almost always be working alone.

Bank Holiday and weekend work is a regular part of the job and paid at the normal rate.

Shifts are normally notified a minimum of one week in advance.

### **Pension Arrangements**

A stakeholder pension scheme is available. Following the probationary period, a matching contribution of up to 3% is available from the YMCA.

### **Paid Leave Entitlement**

5.6 average working weeks per year, rising to 6.6 over five years.

No more than two consecutive weeks can normally be taken together. All applications for leave must be submitted in advance and are subject to acceptance according to the operational needs of the YMCA.

The holiday year runs from the start of April each year. Any member of staff starting or leaving part way through the holiday year will have a pro-rata holiday allocation.

### **The appointment is subject to**

- A medical declaration
- A probationary period of six months
- A Disclosure from the Disclosure and Barring Service
- Two satisfactory references, one of which must be from the most recent employer. We expect references to cover the most recent three years' employment history as a minimum.

