

CYNEFIN GROUP

JOB DESCRIPTION

NIGHT PORTER/CARETAKER

Department:	Operations
Accountable to:	Older People's Housing Team Leader
Responsible for:	Irrelevant
Job location:	Awel y Coleg, Bala

PURPOSE OF THE POST:

- Work as part of a team within Awel y Coleg Extra Care Housing Scheme, a scheme of 30 apartments and communal spaces for older people.
- You will provide a Night Porter service from 10pm -7am including a cleaning service in the communal areas. You will also ensure the safety of our tenants and the building including fire and emergency procedures on site.
- Ensure the general cleaning provision of the building.

JOB RESPONSIBILITIES:

1. Follow the Association's Health and Safety policy and procedures and ensure accurate and timely reporting of any matter relating to the safety / health and safety of the tenants or building. Take appropriate action in case of an emergency and report fully to the Scheme Manager / Older People's Housing Tim Leader.
2. Adhere to the site's fire and emergency policies and procedures, and lead on the process in case of an emergency. Ensure that appropriate preventive measures are taken.
3. Ensure the communal spaces are cleaned up. Proactively deal and report on any issues related to the safety of the building and tenants.
4. Ensure that if a member of the public is unable to access a tenant's flat, you contact the tenant before allowing access. Report any suspicious / unusual behaviour, calling the police if necessary.
5. Ensure that all visitors sign the visitor book when entering and leaving the building.
6. Meet and greet visitors / residents within the reception area from time to time.
7. Ensure that the highest level of customer care and services are maintained throughout.
8. Carry out Health and Safety checks in accordance with Association policy and procedures.
9. Ensure a clear and concise transmission at the end of the shift, highlighting any incidents/issues to report and any action taken/ required.
10. Collaborate with members of the care team working at Awel y Coleg.
11. Assist Grŵp Cynefin with any other reasonable duties upon request.
12. Provide a caring and thoughtful approach.

CORPORATE RESPONSIBILITIES:	
Service Delivery	<ul style="list-style-type: none"> • Getting the job done to a high standard, on time and within budgets • Respond to internal and external customers promptly and professionally • Providing advice and support to co-workers/customers • Submit regular short reports within the responsibilities of the position • Comply with all policies and any relevant legislation
Performance	<ul style="list-style-type: none"> • Contributing towards the successful achievement of Key Performance Standards • Working towards the aims and objectives of Grŵp Cynefin and supporting the development of the body
Policies and Processes	<ul style="list-style-type: none"> • Working in accordance with all Grŵp Cynefin policies and processes • Ensure policies and processes align with legislative, managerial and well-practiced requirements • Contribute to reviews and propose policy improvements to support continuous improvement
Financial and Budgetary	<ul style="list-style-type: none"> • Donate to effective budget management
Other	<ul style="list-style-type: none"> • Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions • Commitment to tenant participation in all aspects of work

The above Job Description is not an exhaustive list of the duties and responsibilities of the position.

Other duties within the scale of the position will be required from time to time in discussion with the Manager.

The job description is reviewed regularly and in accordance with service requirements.

Any proposed change will be discussed with the office holder.

PERSONAL RESPONSIBILITIES:

Act in accordance with Cynefin Group values:-

Open	Transparent in the way we work with in decision making. Willing to work together to achieve the best results.
Innovative	Forward thinking and ready to challenge ourselves to discover new ways to operate and deliver the highest quality services to our customers.
Encouraging	Working with passion to support our customers, co-workers and partners as well as help our communities succeed.
Accomplish	Operate professionally using our expertise, to ensure the prosperity of the company and our people. Always aim for continuous improvement and value for money.
Respect	Respect each other with others, promote equality and reject any prejudice

Ensuring confidentiality, security and integrity of data
Promote and act in accordance with the Health and Safety Policy
Promote equality and diversity in all aspects of the work.

It is expected that all staff within Grŵp Cynefin operate within our Competency Framework, which are behaviours or skills that are essential for effective performance:

- Effective Communication
- Work as Tim
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

MAIN LINKS TO THE POST:

Internal - All staff

External - Tenants, visitors, members of staff of the on-site care team, contractors and contractors.

NORMAL WORK ENVIRONMENT:

- Unsociable hours (10pm to 7am)
- Extra Care Plan, both within the building and outside.

**PERSON SPECIFICATION
NIGHT PORTER / CARETAKER**

All criteria are considered essential unless indicated as desirable

Education and Qualifications:

Literacy and numeracy skills
COSHH Certificate (Desirable)
Level 2 Health and Safety (Desirable)
Fire Safety Level 2 (Desirable)
POVA Level 2 (Desirable)

Professional Experience:

Providing a service in the older people's field (Desirable)
Provide a service where a customer is central (Desirable)

Knowledge and Skills:

Ability to communicate in English and Welsh
Ability to prioritize tasks
A flexible approach to work
Ability to work for and meet agreed targets
General cleaning skills
Ability to examine, assess and deal with issues.
Previous experience of working with older people (Desirable)
Computer use (Desirable)

Bilingual (English and Welsh) in the following or higher levels:

Understand: Can follow normal work-related conversations in both languages
between fluent speakers

Talk: Can hold a pretty in-depth conversation about routine work issues in
both languages

Read Can read and understand common and technical material with
lexicons in both languages

To write: Can draft normal text with editorial support in both languages

Leadership and Management

Ability to work as part of a team
Ability to work without direct day-to-day supervision
A sympathetic approach to the needs of older people
A courteous and cheerful exhortation

Summary of Terms and Conditions NIGHT PORTER / CARETAKER	
Type of agreement	Permanent
Wage	Living Wage £12 per hour Salary is paid on the 20th of each month
Holidays and Bank Holidays:	30 days a year plus the statutory bank holidays and the period between Christmas and New Year pro rata
Travel:	Casual car user
Pension:	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probation:	6 months
Working hours and work organisation	17 hours per week on a rota basis (2 x nights 10pm – 7am)
Sick pay	An occupational sick pay scheme is implemented.
Special Absences	5 pro rata days with pay in any 12 month period to care for certain dependents. 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal disease.
Lifestyle benefits	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/ work from home if suitable.
Personal Development	If you have professional qualifications and pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected and up to date with the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we will invest in you in this way too!
Disclosure and Barring Service (DBS) Check	Adult Enhanced Check