

<b>Night Concierge - Supported Accommodation (Scarborough)</b>	
<b>Hourly rate of pay:</b>	£13.45 per hour (& Benefits)
<b>Contract Type:</b>	Permanent
<b>Hours of work:</b>	<ul style="list-style-type: none"> <li>• 38.5 hours per week on average i.e. 3 and 4 night alternating weeks</li> <li>• 11 hour shifts from 8pm to 8am with one hour unpaid break.</li> </ul>
<b>Responsible to:</b>	Assistant Housing Manager (Scarborough)
<b>Location:</b>	Queens Terrace, Scarborough, YO12 7HR

### **Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

### **Job Purpose:**

The Night Concierge plays an important role in creating a safe, secure, and supportive environment for residents across multiple supported accommodation sites during overnight hours. With a strong focus on maintaining security, preventing incidents, and upholding site standards, the role also makes effective use of surveillance and reporting systems to monitor activity and ensure residents' wellbeing and the smooth running of each location.

### **Main Duties & Responsibilities:**

- **Multi-Site Security Patrols and Monitoring:** Carry out regular security and welfare checks across all designated properties, maintaining a visible and reassuring presence for residents throughout the night. The role involves travelling between sites to help ensure each location remains safe, secure, and well supported.
- **Proactive Incident Prevention:** Take a calm, proactive approach to preventing anti-social behaviour, noise disturbances, and breaches of house rules, responding quickly and professionally to help maintain a peaceful and respectful living environment for all residents.
- **CCTV and Surveillance Operations:** Monitor CCTV systems across all properties and respond appropriately to alerts generated by surveillance technology, helping to identify



and address concerns early while keeping accurate records of any incidents or actions taken.

- **Access Control:** Oversee and monitor all resident, staff, and visitor access during overnight hours, ensuring everyone entering and leaving the buildings does so safely and in line with site procedures.
- **Emergency Response:** Act as the first point of contact during overnight emergencies, including fire alarms, medical situations, or security concerns, providing a calm and coordinated response while liaising with emergency services and the on-call management team when required.
- **Health and Safety Compliance:** Complete regular health and safety checks throughout the buildings and communal areas, helping to ensure a safe and comfortable environment for residents by reporting any maintenance or repair issues promptly.
- **Rule Enforcement and Reporting:** Support the smooth running of the accommodation by upholding house rules and tenancy conditions fairly and consistently, while maintaining clear and accurate reports to assist the daytime support team with ongoing resident welfare and property management.

## Secondary Responsibilities

- **Resident Welfare:** Provide a calm, friendly, and reassuring presence for residents throughout the night, helping to create a safe and supportive environment where residents feel respected and listened to.
- **Crisis Triage:** Offer appropriate initial support to residents experiencing difficulties or distress, responding in a professional and compassionate manner while following established procedures and escalating serious concerns to the on-call management team or emergency services when needed.
- **Information Handover:** Maintain clear and accurate records of all activities, incidents, and resident interactions during the shift, ensuring effective communication and a smooth handover to daytime colleagues and the wider support team.

## General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

## Safer Recruitment & Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.



We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

### Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all

<b>Person Specification</b>			
No.	Essential	Desirable	Assessed by
<b>Education/Qualifications</b>			
Full UK driving licence and willingness to travel between sites	X		Application / Interview
First Aid, Fire Safety, Safeguarding, or Conflict Management training		X	Application / Certificates
<b>Experience</b>			
Experience working in supported accommodation, security, housing, or a similar customer-facing environment		X	Application / Interview
Experience responding to incidents, emergencies, or challenging behaviour in a calm and professional manner	X		Interview
Experience using CCTV, incident reporting systems, or security monitoring technology		X	Application / Interview
<b>Skills &amp; Abilities</b>			
Good IT skills, including the ability to		X	Application /



complete reports and use monitoring systems accurately			Interview
Ability to carry out regular patrols, welfare checks, and security monitoring across multiple sites independently and efficiently	X		Application / Interview
Strong written communication skills, with the ability to produce clear, accurate, and detailed incident and handover reports	X		Application / Interview
<b>Personal Skills &amp; Abilities</b>			
Calm, resilient, and able to remain professional and composed in challenging or emergency situation	X		Interview
Approachable and empathetic, with the ability to build trust and maintain positive boundaries with residents	X		Interview
Proactive and dependable, with a strong sense of responsibility for maintaining a safe and supportive environment	X		Interview

