

Job description

Concierge Officer

- Grade: Scale 3
- Reports to: Concierge Shift Manager
- Direct reports: None
- Your team: Concierge Service
- Service area: Housing Operations
- Directorate: Homes and Neighbourhoods

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

This post requires a DBS check at the appropriate level (Basic)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The concierge service currently runs 12 concierge offices/CCTV Hubs and 1 reception centre. We provide physical guarding, CCTV monitoring, reporting on crimes and ASB for 35 estates

across the borough. The service works regularly with the police, housing associations and other council departments to improve security to housing blocks around Islington.

Concierge Officers can work across multiple sites. They will be responsible answering queries, Monitoring CCTV, creating and maintaining professional relationships. Officers will work with residents and partners to ensure performance and customer satisfaction remain high.

The service operates between 16 and 24 hours a day 363 days a year. Officers are required to work various shifts including weekends and evenings.

Key responsibilities

- **Welcome and Direct Visitors:** Greet all visitors, ensure they are signed in, and provide appropriate directions or assistance.
- **Monitor Security Systems:** Operate and review CCTV and access control systems, including linked property surveillance.
- **Resident Support:** Respond promptly and positively to residents' phone calls, written communications, and face-to-face inquiries.
- **Access and Key Management:** Hold and manage keys, granting access to authorized personnel for secure areas such as lift motor rooms and communal spaces.
- **Administrative Assistance:** Support the management team with administrative tasks and documentation.
- **Incident and Emergency Response:** Liaise with emergency services when necessary and assist during incidents, including providing written statements and attending court if required.
- **Repair and Maintenance Coordination:** Raise and monitor communal and concierge equipment repairs, assist residents with internal repair requests, and escalate issues when needed.
- **Fob and Delivery Management:** Program and distribute access fobs and accept deliveries on behalf of residents when they are unavailable.
- **Anti-Social Behaviour (ASB) Reporting:** Investigate ASB incidents, gather evidence, generate reports, and refer cases to specialist officers or council teams.
- **Parking and Area Monitoring:** Monitor parking areas, address unauthorized parking, and report breaches to relevant staff or contractors.
- **Policy Compliance:** Adhere to Islington Council's Equal Opportunity Policy and data protection regulations at all times.
- **Training and Development:** Participate in all required training related to equipment use, customer service, GDPR, health and safety, and other role-specific areas.
- **Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.**

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Must have a valid front-line CCTV Security Industry Authority License	Essential
2	Minimum of 1 years' experience working with CCTV and Anti-Social Behaviour or crime prevention/detection	Essential
3	Experience working within a sensitive data environment	desirable
4	Proven experience producing comprehensive incident reports	Essential
5	Comprehensive knowledge of the Data Protection Act (2018), particularly in relation to CCTV and RIPA	Essential
6	In-depth knowledge of CCTV, access control, and door entry systems	desirable
7	Strong understanding of challenges faced by CCTV operatives on housing estates	desirable
8	Awareness and commitment to safeguarding children, young people, and vulnerable adults	Essential

Point	Criteria description	Essential/desirable
9	Ability to prioritise a varied workload independently and adapt to change while maintaining high standards	desirable
10	Excellent written and verbal communication skills, with attention to detail in incident reporting for varied audiences (e.g., ASB officers, Police)	Essential
11	Ability to liaise effectively with tenants, council members, police, and other stakeholders in a customer-focused environment	desirable
12	Proficient in IT systems including email, word processing, spreadsheets, and databases for data input, extraction, and analysis	desirable

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.