

RLS Night Supervisor

Grade
H

Role Overview

Housing and Customer Services Manager



RLS Scheme Manager



RLS Night Supervisor



No Direct Reports

Supervise the Scheme out of hours, responding to housing emergencies and managing safety and security.

Ensuring excellent customer service is achieved, performance is maximised, and all activity supports the achievement of Your Housing Group's vision and is reflective of older people's aspirations.

Subject to Basic Disclosure & Barring Service (DBS) Check

Department

Housing and Customer Services

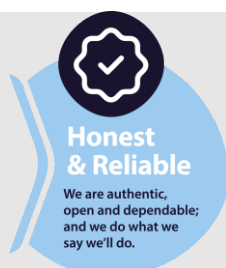


Older Peoples Services

RESPONSIBILITIES

- Carry out internal and external patrols, along with the monitoring of security and CCTV systems to maximise customer's safety.
- Control access to the Scheme, ensuring all visitors sign in and out of the Scheme.
- Deliver low level housing support to customer outside of normal working hours, ensuring around the clock access to staff, services and facilities.
- Carry out communal cleaning and refuge management.
- Assist with portage requests and communal room set ups.
- Deal with any emergencies or incidents that occur out of hours, ensuring that customers and visitors comply with Scheme rules.
- Ensure Health & Safety procedures are followed and response to fire alarm activations are dealt with effectively, maintaining a safe environment.

Our values



Through our passion for housing, more people have a safe place to call home

- Record all events in the Scheme log book, ensuring relevant information is noted and passed to Your Housing Group day staff to deliver a continuous support service.
- Assist Site Officer with Health & Safety inspections of communal areas and gritting pathways and car park areas as necessary for the safety of customers, staff and visitors.
- Monitor building management systems, including heating system, etc and daily checks of internal and external communal areas reporting faults to the Group's maintenance call centre, Your Response.
- Monitor external lighting and report repairs/faults to Site Officer.
- Operate/set and reset the fire alarm, heating system, door entry system, CCTV and fob setting arrangements.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Basic IT skills
- ✓ Ability to work unsupervised and using own initiative
- ✓ Excellent communication skills

ESSENTIAL REQUIREMENTS

- ✓ Fault-finding and reporting maintenance issues
- ✓ GCSE Maths and English (or equivalent)
- ✓ Previous experience working with security

BENEFICIAL TO THE ROLE

- ✓ Knowledge of working within an Older People's Service

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