



Ireland  
Division

Dear Applicant,

**Re: Concierge (Night Security - Relief) - Thorndale Lifehouse, Belfast**

Thank you for your enquiry, please find enclosed our job pack which provides you with all the information you need to know about the vacancy and about our recruitment process.

If you are interested in applying for this vacancy, please go to our jobs website which is <http://workforall.salvationarmy.org.uk/current-vacancies> and click on the apply online tab. Once you have submitted your online form, you will receive an automated email acknowledgement to the email address you have provided.

In accordance with our Equality Policy, please note we do not accept CVs. We do however, seek to ensure our recruitment process is fully accessible and therefore if you need assistance with your application please contact our Helpline on 020 72057162.

The closing date for this position is **Sunday 4<sup>th</sup> June 2017**

Please note, if you have not heard from us **4 weeks** from the closing date, please assume your application has been **unsuccessful** on this occasion.

May I take this opportunity to thank you for your interest in working for The Salvation Army.

Yours sincerely

Joseph Rose

Recruitment Administrator  
HR Recruitment

Address: The Salvation Army Territorial Headquarters, 101 Newington Causeway, London SE1 6BN  
Telephone: 020 7205 7162 Web: [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)

Registered Charity No. 214779 and in Scotland SC009359; Social Trust Registered Charity No. 215174 and in Scotland SC037691  
Republic of Ireland Registered Charity No. CHY6399; Guernsey Register Charity No. CH318; Jersey NPO0840  
General: Andre Cox Territorial Commander for the United Kingdom with the Republic of Ireland: Commissioner Clive Adams



## **Concierge (Night Security - Relief)**

### **Thorndale Lifehouse - Belfast, BT14 6BP**

**Salary:** £7.89 per hour

**Working Hours:** As & when required

**Details:** Relief Contract

**Benefits:** 25 days annual leave + bank holidays (Pro rata for part-time); a contributory pension scheme; season ticket loan; Childcare Voucher Scheme; an employee assistance programme.

**Job Summary:**

Thorndale Family Centre has 38 self-contained Family Units across two programmes of care, with a maximum capacity of 125 persons.

**Key Responsibilities:**

The Concierge Worker will often be the first point of contact for everyone accessing the centre and will be responsible for answering telephone calls and recording of the same. The successful applicant will have an ability to keep all relevant records.

**The successful candidate(s) will be able to demonstrate:**

GCSEs including Maths and English or equivalent, Knowledge of legislation in relation to Health and Safety and safeguarding of clients and Staff, Excellent customer services skills and proficient in a range of IT packages (Microsoft Office)

Appointment subject to satisfactory references and right to work in the UK  
An Access NI check will be required for this role.

For further details and to apply please visit The Salvation Army's website:

<http://workforall.salvationarmy.org.uk/current-vacancies>

Closing date: Sunday 11<sup>th</sup> June 2017

Interview date: W/C Monday 12<sup>th</sup> June 2017

**CVs will not be accepted**  
Promoting equality in the workplace





## JOB DESCRIPTION

<b>Job Title</b>	<b>Weekend Concierge</b>
<b>Job Summary</b>	Thorndale Family Centre has 38 self- contained Family Units across two programmes of care, with a maximum capacity of 125 persons.
<b>Responsible to:</b>	Service Manager / Programme Co-ordinator
<b>Responsible for:</b>	Line management responsibility will be agreed locally

### Duties and Responsibilities

#### Outline of Duties:

##### Mission

- Understand and work within the Mission and Values of The Salvation Army acting in a professional and ethical way at all times when representing the organisation.
- Support the Spiritual Programme running within the service where required.
- Respect the diversity of other people's culture, faith and practice.

##### Quality

##### Front of house

Offer front of house services to clients ensuring they are signed in or out where required and their queries are handled in a professional manner, referring them to support staff where required.

Manage additional front of house duties including telephone calls and external visitors to the Lifehouse.

Accurately record messages, conduct follow up telephone calls, update log books and handover reports etc. where appropriate.

Manage enquiries relating to available accommodation and facilitating access to emergency accommodation if required

Record out-going mail and carry out administration regarding internal and external post, sorting and issuing to clients and staff as required

Promote, implement and ensure compliance with the Salvation Army's Equality and Diversity policy.

##### Health and Safety

Complete building checks which may include patrols of the building and ensuring fire exits and external doors are free from obstruction

Maintain Health and Safety records including fire and other records as deemed appropriate.

Work with clients to resolve conflict using de-escalation skills where appropriate

Make decisions with regard to excluding clients in conjunction with the duty manager/on call system.

Responsible for providing Concierge services across more than one site including attending other sites to deal with incidents and using CCTV to monitor other services.

May be required to act in a lone working capacity, ensure Health and Safety of clients by using basic first aid skills and calling for emergency assistance i.e. 999 and evacuation of site in the event of the fire alarm, where necessary.

##### Domestic Services

Clean office space and communal areas on a scheduled basis and clean and prepare void rooms in order to maximise occupancy and ensure turn around targets are met.

Assist with logging and reporting maintenance work including emergency out of hours repairs.

Adhere to Salvation Army policy on COSHH, needle stick injury and relevant areas of Health and Safety

### **Competence**

Take responsibility for own personal development by developing and updating knowledge and resource base.

Play an active role in supervision and appraisal with manager.

Stay up to date with and work within regulations, policy, procedures and best practice in all fields relevant to work area

### **Cost**

Help facilitate Personal and Housing Benefit payments including drafting arrears letters, prompting clients, collecting money and ensuring that receipts are issued and appropriate records maintained.

May assist with the letting of void rooms by including keeping accurate records and minimising number of void rooms so income is maximised.

May be required to assist with keeping accurate financial records for the service including updating safe log books and weekly returns.

### **Business Development**

May be required to complete entry and exit information for clients and helping with data entry and statistical gathering for Housing Management purposes.

### **Other Duties:**

The Concierge Worker will complete any other duties as could be reasonably expected of someone in the fulfilment of this role.

### **Key Performance Indicators**

<b>Mission</b>	Feedback on quality of front of house experience is positive and reflects the fact that the staff member acts in a professional way at all times
<b>Quality</b>	Building checks and health and safety checks all completed according to procedure
<b>Competence</b>	Staff member will spend 16 hours per annum on Continuing Professional development

There will be additional Key Performance Indicators for the post of Concierge which will be agreed locally between the post holder, Manager and Regional Manager



## PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	GCSEs including English and Maths or its equivalent	COSHH Certificate
Knowledge	Legislation relating to Health and Safety and safeguarding of service users and staff	
Experience	<p>Managing busy front office environment including dealing with telephone and face to face enquiries, engaging with clients, staff and external visitors, logging incoming and outgoing mail and other activities associated with managing front office</p> <p>Carry out all necessary domestic duties to ensure the front office and vacant client rooms are safe and clean</p> <p>Data entry including maintenance of financial spreadsheets to support Housing Management payments and Health and Safety requirement logs</p>	<p>Working with external suppliers to ensure smooth running of Lifehouse including contacting suppliers and the reporting, logging and satisfactory completion of repairs.</p> <p>Experience of working with vulnerable clients in a supportive setting</p>
Skills & Attributes	<p>Excellent customer service and people management skills with ability to provide efficient front of house service</p> <p>Improve standards by demonstrating own initiative towards problem solving which help benefit colleagues, clients and visitors</p> <p>Good records management skills</p> <p>Excellent planning,</p>	

	<p>organising and time management skills</p> <p>Proficient in range of IT Packages (Microsoft, Lotus)</p> <p>Contribute to the creation and maintenance of a culture of continuous improvement within the service.</p> <p>Evidence of commitment to continuous professional development</p>	
<p><b>Circumstances</b></p>	<p>Able to work within the Christian ethos of The Salvation Army</p> <p>Prepared to work alone</p> <p>Work shifts, unsociable hours, weekend work - flexible approach to hours worked as required</p>	



### **Mission Statement of The Salvation Army**

The Salvation Army is a worldwide evangelical Christian Church and human service agency. Its message is based on the Bible; its motivation is the love of God as revealed in Jesus Christ. Its mission is “called to be disciples of Jesus Christ, The Salvation Army United Kingdom Territory with the Republic of Ireland exist to save souls, grow saints, and serve suffering humanity”. Its ministry is offered to all persons, regardless of race, creed, colour or gender.

### **Vision Statement of The Salvation Army**

As disciples of Jesus Christ, we will be a Spirit-filled, radical, growing movement, with a burning desire to lead people into a saving knowledge of Jesus Christ, actively serve the community and fight for social justice.

### **What does The Salvation Army do?**

The Salvation Army is a worldwide Christian church and registered charity, working in 127 countries (as at 2016), and it offers unconditional friendship and very practical help to people of all ages, backgrounds and needs.

Founded in East London by William and Catherine Booth in 1865, The Salvation Army has a long history of working with people who are vulnerable and marginalised. We passionately believe that no one is beyond hope, however great their problems. Anyone can find themselves facing grief and despair. In The Salvation Army we don't judge or condemn. We just help. In the UK and Republic of Ireland there are more than 800 Salvation Army social service centres and community churches (corps).

Salvation Army churches are places of worship where Sunday meetings are held, as well as practical expressions of our Christian faith during the week, when our doors are open to offer programmes and activities for the whole community. These vary by church but could include youth activities, parent-and-toddler groups, drop-in centres, luncheon clubs, advice clinics and lots more. Our members will also offer emergency assistance such as groceries and clothing for individuals and families in need.

Our social services work includes more than 70 Lifehouse support and accommodation centres for men, women and families who are homeless and rough sleeping; day-care centres and care homes for older people; and support for victims of human trafficking. Every working day on average, we reunite 10 people with their families through our Family Tracing Service. The Salvation Army also supports the work of the emergency services by providing refreshments, shelter and befriending at major incidents.

The work of The Salvation Army is funded through donations from its members, the general public and, where appropriate, local authority and government grants. People can get involved with The Salvation Army in all sorts of ways, through volunteering with fundraising initiatives, attending church services and helping with local activities. Worldwide there are more than 1.6 million members. In the UK and Republic of Ireland, The Salvation Army has approximately:

- 50,000 members (adult, junior and adherent members)
- 4,000 employees
- 1,500 Salvation Army officers (full-time ministers)

## Guidance Notes for Completing the Application Form

It is our intention to appoint the most suitable candidate for every vacancy in accordance with our Equality Policy. To do this fairly, we need all applicants to provide relevant information about themselves. Please remember that we are not able to consider previous applications or personal knowledge of you. The information you provide in your application form is the only information we will use in deciding whether or not you will be shortlisted for an interview and it will be used as a basis for the interview itself.

Please note that CVs will not be accepted. You must complete the application form in full so that we receive the same type of information from all applicants and so that you directly address the job description.

### Supporting Information

The most useful part of the form is the Supporting Information. This should be used to tell us why you think you would be able to do this job. Draw particular attention to experience, skills, achievements and knowledge gained in past employment (including community/voluntary work, work in the home or leisure interests) or other activities relevant to the job. Give examples of the work you have been involved in and write in a positive way e.g. I was responsible for... I organised.... Always remember to specify your own responsibilities rather than those of your section, department or organisation.

### Accuracy of information

The information that applicants provide to The Salvation Army, both on application and at interview, must be accurate and complete. If The Salvation Army subsequently discovers that any information provided is inaccurate or incorrect, then The Salvation Army may withdraw an offer of employment, or if the discovery is made subsequent to appointment, take action up to and including dismissal.

### Data Protection

Applicants are advised that all or any information contained in or derived from their application may be retained in both manual and computerised format for the purposes of recruitment administration, the production of statistical data related to recruitment or equality issues and, on appointment, personnel, payroll and pensions administration. In the case of unsuccessful applicants, manual information may be retained for a maximum of six months.

## Equality in Employment

We recognise that in society certain groups and individuals have suffered and continue to suffer direct and indirect discrimination and victimisation. We are actively committed to oppose any discrimination on the basis of gender, marital status, responsibility for children or dependants, gender reassignment, race, colour, ethnic/national origin, nationality, religion or beliefs, political beliefs, disability, age, sexual orientation, offending background, trade union activities or any other factor which could lead to the experience of discrimination. It is our intention to ensure that recruitment, selection, training, consideration for promotion and general treatment for those who work within our organisation, are available to all without unfair discrimination, and to ensure that no one is disadvantaged in any of these matters by conditions or requirements that cannot be shown to be justifiable.

The Salvation Army will aim to avoid discrimination and indirect discrimination by recruiting the person who is most suited to the role as measured against the person specification. The Salvation Army is committed to positive action for people with disabilities. Where applicants with a disability meet the minimum requirements of the job as set out in the person specification, they will be guaranteed an interview. Applicants applying to work in the area of homelessness who have a personal experience of homelessness will also be guaranteed an interview, where they meet the minimum requirements of the person specification.



## Christian Ethos

The Christian identity of The Salvation Army is reflected in the manner in which employees relate to each other in their roles within The Salvation Army. The Christian ethos is also reflected in the way in which employees relate to customers, clients and other service users outside The Salvation Army. As a minimum requirement all employees of The Salvation Army must be able to work within the Christian ethos of The Salvation Army.

In addition to this, there are some posts within The Salvation Army where there is an occupational requirement for the post holder to have a commitment to the Christian faith and on some occasions be soldiers of The Salvation Army. Consideration will be given to ascertain whether there is an occupational requirement for the successful candidate to be a practising Christian or a soldier of The Salvation Army. This requirement would remain essential for the duration of the employee's employment in that post.

## Employing people with convictions

The fact that a person has a criminal record is frequently irrelevant to the job for which they are applying. The Salvation Army therefore will seek a Disclosure check only in relation to posts that involve a degree of risk. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, you will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974 or the Rehabilitation of Offenders (Northern Ireland) Order 1978 (SI 1978/1908 (N127)). Having an 'unspent' conviction will not necessarily bar you from employment. This will depend on the circumstances and background to your offence(s).

## Disclosure Checks

The Salvation Army is committed to protecting vulnerable groups. Disclosure checks from the relevant provider (Disclosure and Barring Service, Disclosure Scotland, Access NI) will be undertaken on positions that are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and in Police Act regulations or those positions which meet the definition of a regulated activity.

The Salvation Army will not discriminate unfairly on the basis of conviction(s) and will use the Disclosure check to assess an applicant's suitability. Whilst The Salvation Army is not able to employ a barred person in a regulated activity; having a criminal record will not necessarily prevent employment with The Salvation Army. Failure to reveal that you are a barred person applying to work in a regulated activity or provide relevant criminal records information that is directly relevant to the position sought, could lead to withdrawal of a conditional offer of employment or of voluntary work.

Where an existing or newly recruited employee does not have a relevant Disclosure check that is less than 3 years old, The Salvation Army will pay for a new check. Employees using the DBS scheme in England and Wales are then responsible for registering their certification with the update service within 19 days from the date on the Disclosure certificate and for paying the annual fee. Where the employee chooses not to register and pay the annual fee, they will be liable to pay for any new Disclosure check required when there is a change in the area of work or at three yearly intervals.

## Asylum and Immigration (Right to work in the UK Documents)

The Salvation Army requires evidence of every applicant's right to work in the UK to ensure that your application is suitable for consideration. It is the policy of The Salvation Army therefore to ask all candidates attending an interview to bring with them evidence of their right to work in the UK. Candidates must present either one original document from List A, or List B to the interview panel.

### Lists A & B of acceptable documents for right to work checks

#### List A

Acceptable documents to establish a continuous statutory excuse:

1. A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
3. A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
4. A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
5. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
6. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
7. A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
8. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
9. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

#### List B

##### Group 1 - Documents where a time-limited statutory excuse lasts until the expiry date of leave

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
3. A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.

4. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

#### **Group 2 - Documents where a time-limited statutory excuse lasts for 6 months**

1. A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

### **Terms and Conditions of Employment**

#### **Salary**

The salary for this post is £7.89 per hour. Relief Contract.

#### **Pension provisions for employees**

The Salvation Army currently provides a Defined Contribution Scheme for Employees and Relief workers.

There is also a Workplace Pension Scheme required by the UK Government. This applies to workers who:

- earn over the earnings threshold (2016/17 - £10,000 per year)
- are aged 22 or over; and
- are under State Pension Age

These workers will be enrolled into the scheme on the first day of the month, three months after the first day of their employment. Workers can choose to opt in to the Scheme before this date by completing an opt in form. Additionally, if a worker does not meet the above criteria they can also opt in to the Scheme at any time.

Documents, forms and information regarding the Defined Contribution Scheme can be obtained via the Friends Life microsite <http://www.friendslife.co.uk/microsite/salvationarmy>. Further information can be obtained by contacting the Pensions Unit on 020 7367 4570 or electronically at [EmployeesDCS@salvationarmy.org.uk](mailto:EmployeesDCS@salvationarmy.org.uk)

#### **Working hours**

Contracted hours for this post is 0 hours per week.

#### **Annual leave entitlement**

Annual leave entitlement is 25 days plus bank holidays (or prorates as applicable). The leave year runs from April to March.

#### **Travel Loan**

Following confirmation of the cost of the ticket, The Salvation Army will provide employees, on completion of their probation, with an interest-free loan to purchase a season ticket for travel to and from work. Loans are available for the actual cost of the ticket to a maximum of £8,000.

**Childcare Vouchers**

The Salvation Army's Childcare Voucher Scheme is open to any employee who is the legal guardian of children up to the age of 16 and who is in some form of registered childcare provision. The scheme enables you to take a proportion of your salary in the form of Tax and NI-free vouchers that can be used to pay for childcare provision.

**Flexible working**

The Salvation Army offers employees with 26 weeks service the opportunity to apply for flexible working. The Salvation Army has a range of benefits on offer to provide carers and parents the opportunity to balance their work and personal responsibilities. This includes policies on Maternity Leave, Adoption Leave, Paternity/Partners Leave and Parental Leave.

**Probationary Period**

It is the policy of The Salvation Army to offer the successful candidate a probation period of three months, in the first instance, during which one week's notice in writing may be given on each side. Upon successful completion of the probation period, confirmation of employment will be given.

**Employee Assistance Programme**

The Salvation Army has a confidential Employee Assistance Programme (EAP) available to employees and their immediate family who live with them. Health Assured's EAP is a confidential life management and personal support service which can help employees deal with the challenges faced in life. A range of support is available, including telephone counselling and on-line Cognitive Behavioural Therapy. The EAP service can be contacted 24 hours a day on 0800 0305182.

**Simply Health**

The Salvation Army operates a group policy with Simply Health. This plan is open to all staff and, although the cost is met by you via your salary, you can gain the benefit of attractive terms and lower costs by being part of a group arrangement.

The policy is designed to help with the costs of the following types of treatment: dental, optical, physiotherapy, osteopathy, chiropody, acupuncture, homeopathy, maternity/paternity, allergy testing, health screening and hospitalisation (in-patient, day-care, parental stay). The amount of cover provided depends on the amount of money paid.