

**Support Manager**

**Night Shift Staff**

**Definition of the Role:**

Provides general administration and cover of reception, supporting residents and ensuring the security of the facility on a rotating night shift.

**Purpose of the Role:**

To assist the Support Manager to provide the highest standards of residence assistance and security. Responsible for covering our reception, dealing with resident queries, and ensuring the provision of excellent security for both our residents and facility.

**Responsibilities:**

**RESIDENT SUPPORT**

* Record messages for residents, placing them on notice board / pigeonholes, distribute mail, in line with YMCA confidentiality policy.
* Record all sales of phone cards and laundry tokens.
* Answer residents' enquiries and complaints, giving assistance where appropriate.
* In case of emergency and after consultation with second night person, contact emergency services, ie: Fire Brigade, Ambulance, On Call Doctor or Police.
* Contacting support staff via pager system if after consultation with second night person you are unable to deal with a situation.
* Log all incidents, all contact with support staff in night person’s diary.
* Ensure that the reception is always manned, except on those occasions when left to carry out assigned tasks secure reception when leaving to conduct tasks.
* Answer telephone, put calls through to residents (in Hostel public address system should not be used after midnight), handle any enquiries.

**SECURITY**

* Carry out regular security checks of YMCA premises, checking all doors and locking where required, advising second night person when you leave base, identifying and recording any faults or damage.
* Contact support staff via pager system in the case where, after consultation with second night person, you are unable to deal with the situation.
* Logging and reporting all incidents in the night persons' diary.
* Hand over keys and relevant information at the end of shift to the Caretaker (Monday to Saturday). Sunday – ensure keys are left secure.
* Operate the car park barrier.
* Complete timesheet.
* Monitor security of building using close circuit TV system.
* Receive / hand over from Duty Support Worker, switch on short wave radio, check radio contact with second night person. At end of shift place short wave radio in recharge unit (ensuring you have switched off first
* Any other associated duties as directed by your Line Manager.

**Skills and Attributes:**

* Good communication and organizational skills.
* Strong interpersonal and problem-solving abilities.
* Highly responsible & reliable.
* Ability to work cohesively as part of a team.
* High level of attention-to-detail.
* Enthusiasm to develop your skills and knowledge.
* Adaptable to change and willingness to embrace new ideas and processes.
* Ability to work unsupervised and deliver quality work.
* Positive and approachable manner.