Your job

Job Title: Concierge Officer – Risk Management & CCTV

Service: Central Watch

Grade: G4

Reporting to: CCTV & Security Manager

As part of our NSI Silver accredited organisation, this is a multi-functional role which will primarily involve providing a meet and greet concierge presence in and around corporate properties across the borough. You'll provide this pro-active and re-active service to the public of the borough, Wigan Council colleagues and our partners.

You will provide a professional customer service approach together with the support of your colleagues to uphold and enhance the reputation of the Council.
Your role will play an integral part in providing a safer environment for the public who live, work, or visit the Borough.

You'll provide this pro-active and re-active service to the public of the borough, Wigan Council internal partners and colleagues, our external partners who include the police and fire service.

You will provide a professional customer service approach together with the support of your colleagues to uphold and enhance the reputation of the Council

On occasions you may be required to carry out dynamic risk assessments and employ conflict resolution tactics to deter and prevent crime, disorder, and anti-social behaviour.

You will also operate an array of IT software, hardware and communications systems.

You will help the council to achieve a safer environment for people who live, work, and visit the borough.

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support the Council in achieving the 'New Era' through the 6 steps
    - See the person
    - Listen deeply
    - Know this place
    - Connect to neighbourhoods
    - Do the right thing
    - Show our love and pride
- Play a key role in ensuring Wigan Council meets and ultimately exceeds its shared partnership strategic objectives reducing crime and the fear of crime, protecting corporate properties and insured risks.
- Assist the CCTV & Security Manager to lead the Council through a process of continuous improvement to deliver an effective and efficient service that is customer focused.
- Contribute to team development by embodying appropriate behaviours and attitudes, supporting colleagues within the team and the wider scope of regulation to provide the best service possible.
- Work in partnership with internal and external organisations to the Council to maximise the impact of Safer Environment Team and the services we provide for members and customers

On an on-going basis you will:

- Provide a security presence and carry out regular patrols in and around corporate properties.
- Represent the Council in the role as a front-line customer facing member of the team
- Carry out routine and respond to ad hoc requests for information from line management, internal and external sources in a timely, responsive manner.

- Assist and maintain systems for computerised and manual document control, to support the work of the team.
- Work to the standards laid down within the policies, processes and procedures of the team, directorate, and Council.
- Ensure the integrity and accuracy of data and information used and processed within the service.
- Input and retrieve information from the corporate and local systems, when necessary, to support with statistical information for corporate and other reports.
- Carry out duties efficiently and effectively complying with National Legislation, Corporate, Departmental and Section Strategies, Policies, Protocols, Codes of Practice and Procedures.
- Give evidence in Court, at Public Inquiries and Tribunals as and when required.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and deleting information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of working in a meet & greet concierge service environment.
- Trained in conflict resolution and have experience of implementing those skills
- Excellent customer care skills
- Respond to customer complaints covering a wide range of topics
- Carry out foot and mobile patrols in and around corporate properties.
- Carry out observations in response to intelligence and/or customer complaints
- Experience of writing comprehensive reports
- Keep accurate records of all incidents
- Good level of ICT skills with experience and competent knowledge of Microsoft packages, Excel, Word etc.
- Currently hold or be able to obtain a valid Security Industry Authority Licence for Security Guarding/Door Supervision
- Be able to successfully pass and maintain the Greater Manchester Police Non-Police Personnel Vetting and our internal security screening and onboarding checks in line with NSI, British Standards 7858.

- Good interpersonal skills including establishing/maintaining trust and effective working relationship with clients, colleagues' including internal/external organisations and emergency services.
- Demonstrate good decision-making skills and ability to work on own initiative and within a team environment.
- Experience of working different shift patterns and being flexible in your approach to changing your shift patterns at short notice to support your colleagues and the team in general.
- Excellent numeracy and literacy and demonstrably similar level of knowledge, skills, and experience relevant to the requirements of the post.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	"Take pride in all that you do and support and develop yourself and others."
Be Accountable	"Be responsible for making things better, enabling change and supporting improvement."
Be Courageous	"Be open to doing things differently and working collaboratively with others."
Be Kind	"Be helpful, generous and thoughtful towards yourself and others."