



Where students are at home.

**Job Title:** Night Concierge

**Reports to:** Property Manager

**Working Hours:** 40 hours per week

**Based:** Waterside, Bristol

### About us:

Host Student Housing Ltd is one of the largest providers of student accommodation in the UK. But more than that, we're a specialist operator, developer and owner.

Having been established over two decades ago, we have extensive knowledge of the sector and a track record of working with universities, global investors and third-party clients – both at home and abroad. We are responsible for the development, operation and management of more than 23,000 student beds in over 30 cities throughout the UK and Europe.

Our purpose at Host is to redefine the student living experience by providing exceptional Purpose-Built Student Accommodation. We are committed to creating vibrant, safe, and inclusive communities that foster academic success, personal growth, and a sense of belonging for our students.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with the tools for professional growth, and motivated by a shared mission to enhance the overall living experience for our students. Through a culture of continuous improvement, open communication, and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated, and proud to contribute to the success of our students and the company as a whole.

### Purpose of the role:

As the Night Concierge you will be responsible for maintaining a safe, secure, and welcoming environment for residents, guests, and staff during overnight hours. Acting as the primary point of contact out of hours, the role ensures smooth operation of the building, delivers excellent customer service, and responds effectively to incidents or emergencies.

### Key Responsibilities (including but are not limited to):

- Provide an overnight on-site presence to ensure resident and building security
- Monitor CCTV and carry out regular patrols
- Control site access for residents, visitors, and contractors
- Act as the overnight first point of contact for residents and visitors
- Maintain accurate logs, incident reports, and shift handovers
- Deliver professional front-of-house service and handle enquiries efficiently
- Manage keys and visitor records
- Ensure the site is clean, safe, and presentable
- Identify and report maintenance issues and health and safety risks

## Security & Safety

- Maintain an on-site overnight presence to ensure the safety and security of residents and the building.
- Monitor CCTV systems and conduct regular patrols of the building and external areas.
- Control access by checking and authorising residents, visitors, and contractors.
- Respond to incidents, anti-social behaviour, and emergencies, escalating where required.
- Ensure compliance with fire, health & safety, and emergency procedures at all times.

## Customer Service & Resident Experience

- Act as the first point of contact for residents and visitors overnight.
- Provide a friendly, professional front-of-house service, handling enquiries and requests efficiently.
- Build positive relationships with residents and support wellbeing where needed.
- Handle resident complaints calmly and professionally, maintaining accurate records and ensuring issues are resolved or escalated promptly to achieve a positive outcome.

## Operations & Administration

- Maintain accurate shift logs, incident reports, and handovers for the day team.
- Manage parcel handling, key control, and visitor records.
- Carry out routine building checks and report maintenance issues.
- Answer phone/email enquiries and manage out-of-hours communications.

## Building Management Support

- Ensure communal areas are clean, safe, and presentable throughout the shift.
- Identify and report defects, maintenance issues, or health & safety risks.
- Assist with emergency procedures including evacuations and first response actions.
- Support the day-to-day operation of the property by carrying out resident welfare checks, facilitating check-ins and check-outs, completing water hygiene flushing, undertaking routine inspections, and assisting management with other operational duties as required.

## Person Specification:

- Previous experience in a customer-facing, concierge, security, hospitality, student accommodation, or residential environment is desirable.
- Confident in providing a professional, welcoming, and supportive service to residents, visitors, contractors, and colleagues.
- Able to remain calm, confident, and professional when responding to incidents, complaints, emergencies, or challenging behaviour.
- Good awareness of health and safety, fire safety, safeguarding, and building security procedures.
- Strong communication skills, with the ability to handle enquiries clearly, sensitively, and professionally.
- Well organised and able to maintain accurate records, shift logs, incident reports, and handover notes.
- Reliable, punctual, and able to work independently during overnight hours with minimal supervision.
- Practical and proactive approach to identifying maintenance issues, health and safety risks, and opportunities to improve the resident experience.

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Commented [JM2R1]: For the correct candidate they can respond to anything relevant in the site inbox. This would only be granted to someone who we have confidence in their customer service and IT literate.

- Comfortable using basic IT systems, email, CCTV, access control systems, and reporting tools.
- Flexible and team-focused, with a willingness to support wider site operations, peak periods, and emergency procedures where required.

**Additional Information:**

The responsibilities outlined above are not exhaustive, and you may be required to undertake additional tasks that align with your role, including those that contribute to the continuous improvement of our service.

Flexibility may be required during peak operational periods, such as student move-in and move-out.