

Job Description

Job Title:	Assistant House Manager
Hours:	16 to 25 hours per week on days to be arranged
Location:	'Home from Home' at Chestnut House and Acorn House, Cambridge
Reports to:	House Manager

Job Purpose

- To ensure the efficient day to day running of the house in accordance with the guidelines established by The Sick Children's Trust.
- To be welcoming and supportive to all resident families and other staff members.
- To promote the work of The Sick Children's Trust within the paediatric wards of the hospital and encourage usage of the house by these wards.

Key Responsibilities

- Support the House Manager in all areas as and when required, and cover in their absence.
- Welcome new families to the house, explaining carefully the contents of the House Users Guide, house rules and fire procedures.
- Liaise with ward personnel each working day to prioritise families in need of accommodation.
- Be supportive and understanding to families at all times.
- Be alert to the security of the house and ensure families understand the need for this.

Fundraising

- Support the House Manager in assisting families, organisations and outside bodies who indicate an interest in fundraising, also notifying the Fundraising Department at Head Office.
- Represent The Sick Children's Trust at or attend local fundraising events outside of your contracted hours, also keeping House Manager and Fundraising Department informed of the details.

House Maintenance

- Ensure a clean, hygienic and hazard free environment is maintained by complying with The Sick Children's Trust's Health and Safety Policy at all times.
- Assist the House Manager in checking regularly the need for repair or replacement equipment or any other property that belongs to The Sick Children's Trust.
- Assist in the daily cleaning of the house i.e. making beds, doing laundry/ironing, light cleaning and ensuring the high standard of cleanliness in the house is maintained. Also ensuring adequate supplies of cleaning products are maintained.

Finance

- Keep accurate records as required by the House Manager e.g. occupancy, income, petty cash and expenditure as required by Head Office.

Other duties

- Report any emergency situations to the appropriate personnel i.e. House Manager, House Operations Manager, hospital security or paediatric ward staff.
- Attend meetings as required i.e. team meeting in London, house meetings and Assistant House Managers' meetings at our other 'Homes from Home'.
- Attend all mandatory training required by The Sick Children's Trust.
- Any other reasonable duties that may arise because of unforeseen circumstances.

PERSON SPECIFICATION

Key: (E) = Essential (D) = Desirable

Experience

- Some experience of working in care or social environment (E)
- At least one years experience in an office environment (E)
- Experience of managing own workload effectively, planning and organising a number of activities at one time to set timescales (E)
- Experience of working effectively without close supervision, dealing with problems as they arise (E)
- Experience of working in the voluntary sector (D)

Abilities & Skills

- Able to produce correspondence, written and figure work using good compositional skills to an accurate and good standard at all times (E)
- Able to prioritise workload and manage own time effectively to meet deadlines (E)
- Able to communicate clearly and assertively with a wide range of people at all levels (E)
- Able to develop and maintain sensitivity, respect and understanding of people linked with the organisation (E)
- Able to uses initiative to perform tasks well (E)
- Able to work as part of a Team (E)

Knowledge

- Knowledge of Microsoft Office software in particular, Word, Excel and Outlook (E)

Other Requirements

- Able to be flexible to cover additional hours (E)
- Able to be flexible to cover at weekends and Bank holidays as required (E)
- Commitment to work within the principles of the equal opportunities policy (E)
- Represent The SCT according to the values of the organisation (E)