

THE SICK CHILDREN'S TRUST

Job Description

Job Title:	House Manager
Hours:	30hrs per week
Location:	'Home from Home' Rainbow House
Reports to:	House Operations Manager & Head of House Operations North & South

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
- 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

- Welcome new families to the house, carefully explaining the contents of the House Users Guide
- 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 and assist families, organisations and outside bodies who indicate an interest in fundraising, also notify the Fundraising Department in London
- Represent The Sick Children's Trust by speaking at or attending local fundraising events, whilst keeping the 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
- Regularly check the need for repair or replacement equipment or any other property that belongs to The Sick Children's Trust
- Supervise the daily cleaning of the House and ensure adequate supplies of cleaning products are maintained

Finance

- Keep accurate records as required e.g. occupancy, income and expenditure as required by Head Office and forward to them on a monthly basis
- Prepare and draft the annual budget for the House in consultation with the House Operations Manager, before forwarding to Head Office for authorisation
- Plan and prepare the annual maintenance and redecoration programme, keeping within budget guidelines; notify Head Office of any expensive emergency repairs

Other duties

- Be involved in the recruitment, training and appraisal of any staff or volunteers if the need arises
- Report any emergency situations to the appropriate personnel i.e. Head of Operations, Hospital Security or Paediatric Ward Staff
- Attend meetings as required i.e. House Managers meeting in London, Local House Management Committee meetings and prepare the agenda, take and type minutes and circulate to members
- Be prepared to assist (as required) in the planning or running of other properties run 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

- At least two years full-time 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 projects at one time to set timescales **(E)**
- Experience of working effectively without close supervision, dealing with problems as they arise **(E)**
- Experience of managing databases **(D)**
- 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)**
- Can communicate clearly and assertively with a wide range of people at all levels **(E)**
- Ability to develop and maintain sensitivity, respect and understanding of people linked with the organisation **(E)**
- Uses initiative to perform tasks well **(E)**
- Work as part of a team **(E)**

Knowledge

- Knowledge of Microsoft Office software in particular, Word, PowerPoint, Excel and Outlook **(E)**
- Good working knowledge of how the health service works **(D)**

Other Requirements

- Able to work evenings and weekends which might sometimes be necessary **(D)**
- Commitment to work within the principles of the equal opportunities policy **(E)**
- Represent The Sick Children's Trust according to the values of the organisation **(E)**