



we're here, so you can be there

Job Description

Job Title:	House Operations Manager
Hours:	37.5 per week
Reports to:	Head of House Operations
Salary:	Dependent on experience
Location:	Flexible – may be home based

Job Purpose

- To ensure the efficient day to day running of the houses in accordance with the guidelines established by The Sick Children's Trust.
- To assist the Head of House Operations and work with the other House Operations Manager to coordinate the activities of the House Managers.
- To promote the work of The Sick Children's Trust within hospitals and encourage usage of the houses by wards and departments.
- To liaise with hospitals at the current sites to keep abreast of their future developments and needs and to keep abreast of changes in NHS provision nationally.

Key Responsibilities

- Ensure that House Managers give the appropriate level of support to families staying in The SCT accommodation.
- Ensure that House Managers give the appropriate level of support and training to their Assistants and have regular 1 to 1 meetings.
- Carry out annual appraisals for all House Managers and interim 1 to 1 meetings.
- Assist and advise House Managers on their annual appraisals and 1 to 1 meetings for their staff.
- Support House Managers in their negotiations with hospital staff.
- Assist with the recruitment, training development of House Managers, Assistant House Managers, and volunteers.
- Support the Head of House Operations with administration of policies and procedures and ensure these are implemented and carried out correctly at all times
- Support the House Managers to ensure their houses are run cost effectively and efficiently.
- Create and ensure a recognisable and unified brand/identify for The SCT within the interior design in all houses when refurbishment/redecoration.
- Represent The SCT at meetings with hospitals and any other related agencies,
- Stand in and report at Trustee and Senior Management meetings in the absence of the Head of House Operations
- Work with Operations Team to organise the House Managers annual meeting
- Organise the Assistant House Managers annual meeting.
- Organise monthly conference call for House Managers
- Ensure that all houses have a weekly call from one of the House Operations Managers
- Provide emotional support to house staff and families.

House Operations

- Update and ensure that all policies and procedures are implemented at all houses.
- Supervise health & safety and risk assessments at existing and new properties and ensure that house staff maintain a clean, hygienic and hazard free environment at all houses by complying with the Trust's Health and Safety Policy at all times.
- Supervise the need for repair or replacement of equipment or any other property that belongs to the Trust.
- Receive and authorise all quotes for large repairs and maintenance projects, and new purchases of fixtures and fittings in current houses and new building projects.
- Assist the Head of House Operations with regular competition research and report to the CEO to identify and explore the potential of new projects for the Trust.
- Keep accurate monthly house occupancy records as required e.g. occupancy statistics, family stays by illness and home town and house waiting lists.
- Authorise all annual leave, TOIL, sickness, expenses, extra hours for House staff and ensure records are up to date.

Fundraising

- Support and assist house managers with their fundraising.
- Support and assist fundraising staff with events.
- Notify fundraising office in London of families, organisations and outside bodies who indicate an interest in fundraising.
- Represent the Trust by speaking at or attending fundraising events also keeping Fundraising Department informed of the details.

Finance

- Keep accurate records as required e.g. income and expenditure as required by Head Office and forward to them on a monthly basis.
- Support house managers when they prepare and draft the annual budget for their houses.
- Review the house management accounts
- Ensure the house budgets are adhered to.

Other duties

- Attend meetings as required i.e. quarterly team meeting
- Be prepared to assist as required in the planning or running of any of The SCT properties.
- Be prepared to cover at any of the houses in times of staff crisis.
- Any other reasonable duties that may arise because of unforeseen circumstances.

This role will sit under the Senior Management Team and you will be reporting and managed by the Head of House Operations
Location is flexible and the role will require regular travel to our SCT houses and Head Office.

Person specification

Essentials

- Experienced and effective manager ideally with a care or social environment background and able to oversee multiple sites/services
- Evidence of strong leadership skills and of leading organisational change—willingness to take responsibility for decisions and able to get others to follow
- Ability to manage staff remotely
- A knowledge and understanding of compliance/legal requirements e.g. Health and Safety and experience of formulating and implementing corporate compliance.
- Ability to set standards and reviews systems to improve/maintain services
- Drive for best practice
- Experience of managing own workload effectively, planning and organising a number of major projects at one time to set timescales
- Experience of working at a managerial level without close supervision, dealing with problems as they arise
- Strong problem solving skills – ability to deal with difficult situations in an objective and fair way
- Uses initiative to perform tasks well
- Able to prioritise workload and manage own time effectively to meet deadlines
- Able to produce correspondence, written and figure work using good compositional skills to an accurate and good standard at all times
- Can communicate clearly and assertively with a wide range of people at all levels both informally and formally (eg business meetings and presentations)
- Ability to develop and maintain sensitivity, respect and understanding of people linked with the organisation
- Ability to offer emotional support to resident families
- Work as part of a team both within the organisation and with external partners /stakeholders. Experience of working in partnerships ideally with NHS
- Knowledge of Microsoft Office software in particular, Word, PowerPoint, Excel and Outlook
- Commitment to work within the principles of the equal opportunities policy
- Represent The Sick Children's Trust according to the values of the organisation
- Role involves travel and some late working with occasional overnight stays