

## **Rainbow House and Guilford Street House Assistant House Manager Job Description**

<b>Job Title:</b>	<b>Assistant House Manager</b>
<b>Hours:</b>	<b>20 hours per week - attendance to be discussed (some flexibility, but essentially to include Wednesdays and Thursdays)</b>
<b>Location:</b>	<b>Rainbow House London WC1X and Guilford Street House London WC1N</b>
<b>Reports to:</b>	<b>House Manager</b>

### **Role Purpose**

Rainbow House and Guilford Street House have a total of 19 bedrooms and support families with seriously ill children undergoing treatment at Great Ormond Street Hospital by providing free, 'Home from Home' accommodation. The Assistant House Manager assists in the efficient day-to-day running of both houses, ensuring that rooms are allocated appropriately, and families are supported. The Assistant House Manager is required to implement and comply with The Sick Children's Trust policies including Health and Safety, Equal Opportunities, Safeguarding, Data Protection and security guidelines together with hospital policies.

### **Key Tasks and responsibilities**

#### **Families**

- To work in conjunction with the hospital accommodation team in order to prioritise the allocation of rooms to the families
- Ensure that families are welcomed, allocated appropriate rooms and family registration /induction carried out sensitively and on time
- To ensure family information is kept confidential
- To ensure the safety and welfare of our families and staff are a high priority at all times through guidelines and regular checks
- To be sensitive, respectful and understanding of families, recognising their emotional, physical and material needs
- To take responsibility for the security of the house, families, visitors and contractors, with the Line Manger's guidance when required
- Address any concerns relating to a family to the House Manager and, where necessary, refer to operations team
- Liaise with families regarding duration of stay and arrangements when leaving house
  - To provide strong administrative support to the House Manager and with the requirement to relieve him/her during any absence.

### *Policies and values*

- To demonstrate and maintain all The Sick Children's Trust policies and procedures
- To adhere to The Sick Children's Trust core values of support, commitment, excellence and sustainability
- To maintain excellent professional standards with no compromise
- To comply with the personal and professional boundaries set by The Sick Children's Trust

### *House administration and day-to-day procedures*

- To make rooms available to families by making beds, carrying out the washing and ironing, light cleaning
- To ensure maximum occupancy levels at all times
- To ensure the high standards of cleanliness and tidiness within The Sick Children's Trust are maintained
- To build strong, professional relationships with the hospital staff and all related departments, communicating effectively at all levels
- To maintain accurate records of all administration including financial transactions, donations, and house user statistics
- To respond to and address any unplanned incidents as appropriate
- To recognise and assist when the team needs help with domestic duties, pulling together as a complete, effective team
- Comply with General Data Protection Regulations
- To undertake the cleaning of bedrooms if the cleaner is not on duty
- To ensure that adequate supplies of cleaning products are maintained

### *House Maintenance*

- To ensure that the property remains clean, safe, hygienic and comfortable and a well-presented environment meeting the high standard that is expected at all times.
- To ensure maintenance/building staff work safely and risks to families minimised

### *Health and Safety*

- Ensure that Health and Safety is a primary consideration at all times
- To have a thorough understanding and adherence to The Sick Children's Trust's Health and Safety policy
- To achieve compliance with statutory standards as a minimum
- To adhere to all risk assessments in place
- To adhere to all Standard Operating Procedures, Competencies and the Staff Induction plan
- To ensure that all Health and Safety risk control checks are carried out within the set time constraints

## *Fundraising*

- To assist the House Manager to deliver income generation
- To raise awareness locally in line with charity campaigns and to meet personal and house objectives
- To be a positive ambassador for The Sick Children's Trust, supporting families, organisations or anyone that expresses an interest in fundraising

## *Other responsibilities*

- To provide cover in our other 'Homes from Home' as and when required
- The duties, as scheduled above, are not exhaustive and the Assistant House Manager must be flexible to carry out any other reasonable duties that may arise within the broad remit of the post

## **Person specification**

		<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Experience of working efficiently and effectively as a team member or autonomously with the ability to problem solve	✓	
	Experience of working in a role requiring a good rapport with colleagues or stakeholders	✓	
<b>Skills, abilities and personal attributes</b>	To have the ability to organise, plan and prioritise the workload which may be pressured at times	✓	
	Ability to communicate effectively, both in writing and verbally, with good composition skills, accuracy, professionalism, in a business-like manner and to a high standard	✓	
	Literacy and numeracy skills to enable accurate and appropriate completion of administration tasks	✓	
	Able to work as part of a small cohesive and effective team	✓	
	To evidence a can-do attitude prepared to help with all tasks as required	✓	
	Effective and calm problem solver (including crisis management), able to assess key factors quickly and able to make sound decisions recognising when to be pragmatic and when strict adherence to rules is necessary	✓	
	Ability to maintain high standards in the provision of service and compliance of regulations	✓	
	Able to work autonomously but has the judgement to recognise when to refer to the Line Manager, consult with Operations team or appropriate colleagues	✓	

	To have a general understanding of relevant Health and Safety guidelines		✓
	To have the ability to follow Health and Safety procedures	✓	
	To be of a personable nature, approachable, sensitive and empathetic whilst having the ability to remain in control and professional at all times	✓	
	Resilient and empathic when managing difficult situations e.g. family bereavement	✓	
	Ability to establish and maintain a good rapport and working relationship with colleagues in The Sick Children's Trust and hospital staff and contract staff	✓	
	IT skills – Outlook, Word and Excel.	✓	
	Proactive approach and commitment to fundraising		✓
<b>Other requirements</b>	The role is house based however occasional travel is required (for team meetings, house visits or training)	✓	
	Able to work occasional evenings, weekends or overnight stays (due to travel, attendance at an event or due to an emergency).	✓	
	Commitment to The Sick Children's Trust policies and values.	✓	