

Stevenson House Manager Job Description

Job title: House Manager
Hours: 37.5 per week Monday to Friday, 0900 - 1730
(some flexibility in start / finish times and job share considered)
Location: Stevenson House, London E1

Reports to: House Operations Manager
Responsible for: Assistant House Managers and/or volunteers

Role purpose:

- Stevenson House has 16 bedrooms and supports families with seriously ill children undergoing treatment at The Royal London Children's Hospital by providing free, 'Home from Home' accommodation. The House Manager has full accountability of the management of Stevenson House and the efficient day-to-day running of it, ensuring rooms are allocated appropriately and families are supported. The 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, if applicable.

Key tasks and responsibilities:

Families

- To work in conjunction with the hospital medical team in order to prioritise the allocation of rooms to families
- Ensure that families are welcomed and are allocated appropriate rooms, and that family registration and induction is carried out sensitively and on time
- To ensure family information is kept confidential
- To ensure the safety and welfare of families and staff are 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 be responsible for the security of the house and convey this to staff, families, visitors and contractors.
- Address any concerns relating to a family and where necessary refer to operations team
- Liaise with families regarding duration of stay and arrangements when leaving the house

Maintenance of the 'Home from Home'

- To have a good understanding of the house lease agreement. To take full responsibility for the management and control of the maintenance of The Sick Children's Trust premises and equipment
- To ensure that the property remains a clean, safe, hygienic, comfortable and a well presented environment meeting the high standard that is expected at all times
- To plan, prepare and follow a maintenance and redecoration programme, adhering to brand guidelines within budget constraints and with the approval of the Operations team.
- Ensure maintenance/building staff work safely and risks to families minimised

Health and Safety Management

- Ensure that Health and Safety is a primary consideration at all times in running of the house
- To have a thorough understanding and adherence to The Sick Children's Trust Health and Safety policy
- To take responsibility for Health and Safety in the house including: provision relating to first aid, fire safety, COSHH, security, etc.
- To achieve compliance with statutory standards as a minimum
- To produce and continually update meaningful risk assessments
- To ensure all Standard Operating Procedures, Competencies and Staff Induction plans are completed and adhered to
- To make and maintain accurate records, ensuring that all Health and Safety risk control checks are carried out.

Policies and values

- To implement, demonstrate knowledge of and maintain all The Sick Children's Trust policies and procedures
- To ensure team and house activities 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

Budget Management

- To have total accountability for the compilation and management of the annual budget achieving financial efficiency
- Work with Operations team and Finance on budgetary issues
- To analyse Monthly Management Accounts and to act accordingly, reviewing all income and expenditure items regularly.

Income Generation and Management

- To lead and deliver income generation in order to meet financial efficiency and budgetary objectives
- To raise awareness primarily locally in line with charity campaigns
- To be a positive ambassador supporting families, organisations or anyone that expresses an interest in fundraising
- To keep the Fundraising team updated at all times

Staffing

- Responsible for the day-to-day management of a small team
- To be involved in the recruitment, induction and ongoing training of staff
- To be competent in managing and motivating staff, establishing a high performing, effective working team
- To conduct the annual appraisal and reviews for all staff
- To manage appropriate staffing levels without compromising standards during annual leave and sickness absence within the constraints of your budget

House administration and day-to-day procedures

- To use initiative and to be proactive in time management, ensuring cost effective use of the working hours and resources, developing the role, meeting objectives and development plans in order to enhance future progression
- To build strong, professional relationships with the hospital staff and all related departments, communicating effectively at all levels
- To have full accountability of all administration
- To ensure that all documentation is accurate, complete and available to satisfy audit requirements
- To complete and present mandatory reports with accuracy and working within strict time constraints
- 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
- Ensure maximum occupancy rates
- Comply with General Data Protection Regulations.

Other responsibilities

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

Person specification

		Essential	Desirable
Experience	Experience of managing a small team or service	✓	
	Experience of working in a role requiring a good rapport with colleagues or stakeholders	✓	
	Experience of implementing Health and Safety policies and procedures		✓
Skills, abilities and personal attributes	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 and budgetary tasks	✓	
	Able to manage and lead a small cohesive and effective team	✓	
	Effective team member with can-do attitude prepared to help with menial 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	✓	
	Able to lead in the establishment and maintenance of standards in the provision of service and compliance of regulations	✓	
	Able to work autonomously but has the judgement to recognise when to refer to or consult with Operations team or appropriate colleagues	✓	
	To have a general understanding of relevant Health and Safety guidelines and 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		
	Able to project manage refurbishment programmes as directed by Operations team	✓	
	IT skills – Outlook, Word and Excel.	✓	
	Proactive approach and commitment to fundraising		✓
Other requirements	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.	✓	