

Assistant House Manager (Acorn House and Chestnut House)

Job Description

Job Title:	Assistant House Manager
Hours:	15 -20 hours per week, (with flexibility of days and times but ideally to include some afternoons to 16.30)
Location:	Acorn House, Addenbrooke's Hospital and Chestnut House, the Rosie Maternity Hospital, Cambridge
Reports to:	House Manager

Role purpose

To work between our two Cambridge 'Homes from Home' Acorn House and Chestnut House. Ideally to work between three to five days per week, but there is some flexibility regarding times.

Acorn House has a total of 15 bedrooms and Chestnut House has a total of eight bedrooms. They support families with seriously ill children undergoing treatment at Addenbrooke's Hospital and The Rosie Maternity Hospital by providing a free and comfortable place to stay, and a friendly ear to listen.

The Assistant House Manager assists in the efficient day-to-day running of the houses, ensuring that rooms are allocated appropriately, and families are supported. The Assistant House Manager is required to implement and comply with our 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 medical team to prioritise the allocation of rooms to families
- Ensure that families are welcomed, allocated appropriate rooms and family registrations/inductions are 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 always high priority 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 manager's guidance when required
- Address any concerns relating to a family to the House Manager and, where necessary, refer to the Operations Team
- Liaise with families regarding duration of stay and arrangements when leaving the 'Home from Home'
- To provide strong administrative support to the House Manager and with the requirement to relieve them during any absence

Policies and values

- To demonstrate and maintain all our policies and procedures
- To adhere to our 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 us

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 our 'Homes from Home' 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 our 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 us, 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

		Essential	Desirable
Experience	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	✓	
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 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 House 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 while 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		✓
Other requirements	The role is house based however occasional travel is required (for team meetings, 'Home from Home' 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 our policies and values	✓	
	Satisfactory enhanced DBS check	✓	