

Thank you for your application

In this pack is the following information:

- Who we are and what we do
- Job Description
- Person Specification
- Company Benefits
- Equal Opportunities
- How to apply



About us

The Sick Children's Trust is the charity that provides a welcoming 'Home from Home' where families with a sick child in hospital can stay. But we're more than bricks and mortar, our friendly, caring staff are there to support families when they really need it.

Without us families would have to travel long distances, sleep in uncomfortable hospital chairs or pay for expensive hotels just to be by their sick child's hospital bedside. Not only do we alleviate financial worries but we also help the mental wellbeing of the families we support.



**The Sick
Children's
Trust**

We're here, so families can be together

Our vision

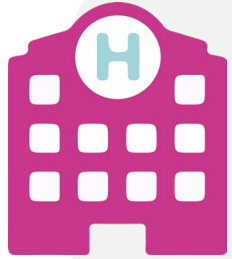
We are working to a future where every family with a seriously ill child in hospital can stay together, close to their child's hospital bedside.

Our mission

We provide welcoming, comfortable 'Homes from Home', to keep families together when they have a sick child in hospital and kind, caring staff to support them



Our values



Passionate

We believe passionately that families with a seriously ill child in hospital should be together



Supportive

We care for families when they really need us, and we support our staff to be the best they can be



Togetherness

We work together to make a difference



Proud

We are proud to be able to welcome all families that need us to our clean and comfortable 'Homes from Home'

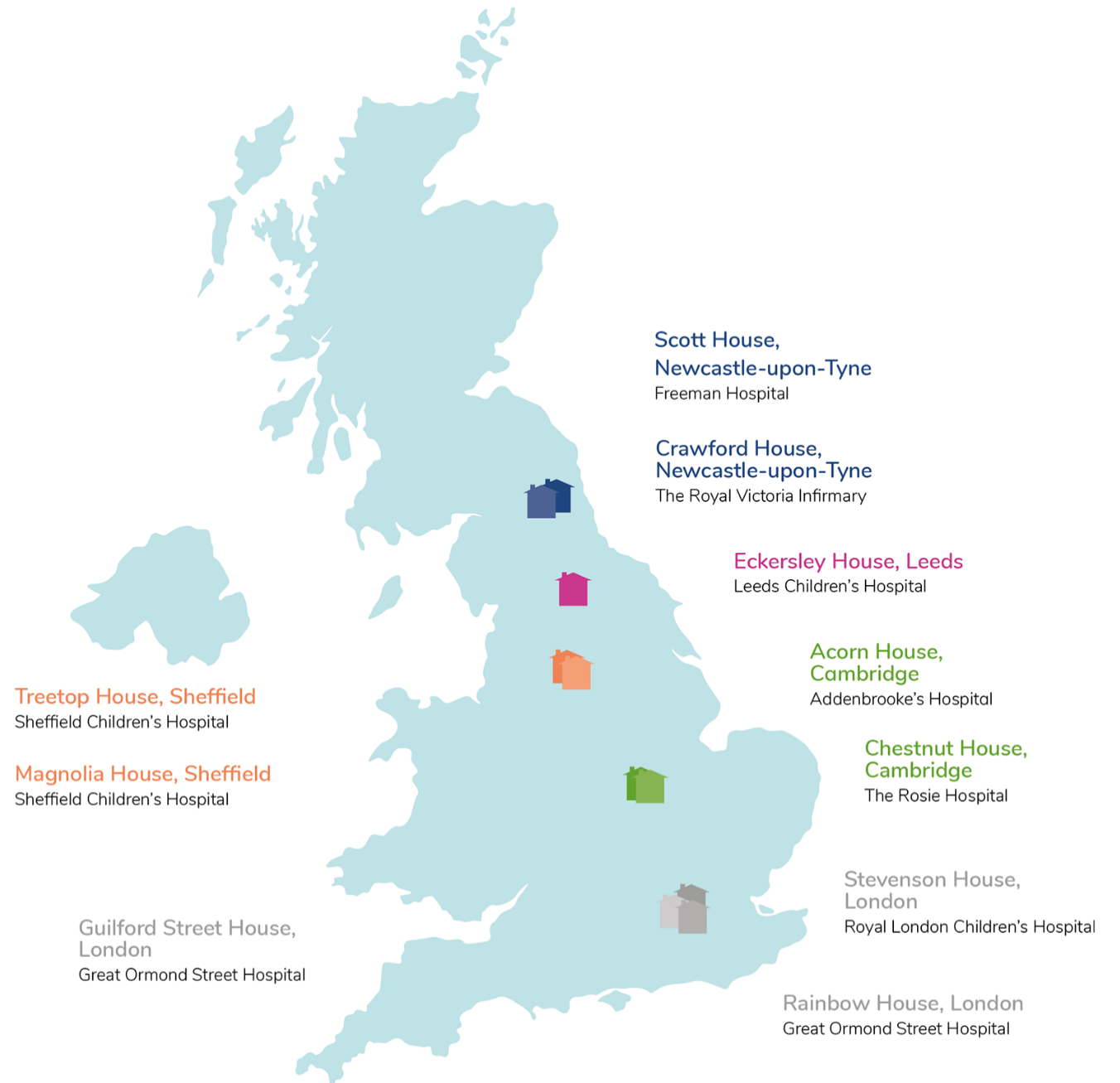



Trustworthy

We are open, honest and transparent in everything we do. We spend our money responsibly ensuring that families are always at the heart of our work

Our 'Homes from Home'

We have ten 'Homes from Home' across England that can support 148 families a night. In 2022/23 we provided 40,803 nights of accommodation and supported 3,021 families.



A photograph of a woman with blonde hair, seen from the side, holding a baby. The baby is wearing a blue and white striped sweater with a red collar and has medical equipment on their face: a nasal cannula and a small adhesive patch on their cheek. The background is a soft-focus outdoor scene with green and yellow leaves.

“To be an hour away, when you’ve got to produce milk, express it, take it into NICU for feeds. On top of the stress of going backwards and forwards and missing time with him, it’s just not feasible. You need to be there all the time, to be there with him, But thanks to The Sick Children’s Trust’s support, you’re focusing on being there for your baby, not on where you can sleep”

Helen Ledster, Flynn’s mum

Our staff survey

97%

of our colleagues enjoy working
at The Sick Children's Trust

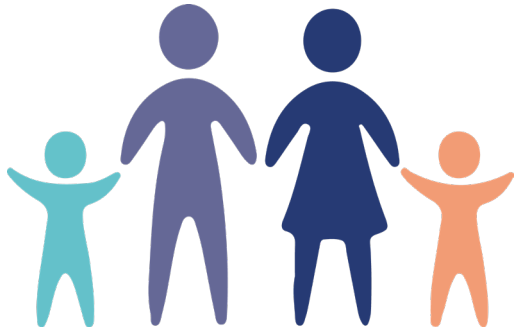
95%

of our colleagues are proud to
work at The Sick Children's Trust

94%

of our colleagues said that the
work of the charity inspires them
to do a good job

Our impact 22/23



We supported
3,021
families



We provided
40,803
nights of
accommodation



Average travel time
85 minutes
from home to hospital



Occupancy rates
89%
in our 'Homes
from Home'

Job Description

Job title: Assistant House Manager

Hours: 12 hours per week

Location: Scott House, Freeman Hospital, Freeman Road, Newcastle upon Tyne

Reports to: House Manager

Role purpose:

Scott House has 18 bedrooms and support families with seriously ill children undergoing treatment at Freeman Hospital by providing free, 'Home from Home' accommodation.

The Assistant House Manager assists in the efficient day-to-day running of the house, ensuring that rooms are allocated appropriately, and makes sure that families are supported. The Assistant House Manager is required to implement and comply with The Sick Children's Trust's policies including Health and Safety, Equal Opportunities, Safeguarding, Data Protection and security guidelines together with hospital policies.

Key tasks and responsibilities:

Families

- To work with the hospital accommodation team to prioritise the allocation of rooms to the families
- Ensure families are welcomed, allocated appropriate rooms and that family registrations/inductions are carried out sensitively and on time
- To ensure the safety and welfare of our 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 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 house

Policies and values

- To demonstrate and maintain all of The Sick Children's Trust's policies and procedures
- To adhere to The Sick Children's Trust's 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 provide strong administrative support to the House Manager with the requirement to relieve them during any absence
- Comply with General Data Protection Regulations and maintain family information confidentially
- 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 and effective team
- 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 that risks to families are minimised

Health and safety

- Pro actively follow and enforce H&S rules and regulation

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

		Essential	Desirable
Experience	Experience of working efficiently and effectively as a team member or autonomously with the ability to problem solve	X	
	Experience of working in a role requiring a good rapport with colleagues or stakeholders	X	
Skills, abilities and personal attributes	To have the ability to organise, plan and prioritise the workload which may be pressured at time	X	
	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	X	
	Literacy and numeracy skills to enable accurate and appropriate completion of administration tasks	X	
	Able to work as part of a small cohesive and effective team	X	
	To evidence a can-do attitude prepared to help with all tasks as required	X	

Person Specification

		Essential	Desirable
	Be an 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	X	
	Ability to maintain high standards in the provision of service and compliance of regulation	X	
	Able to work autonomously but has the judgement to recognise when to refer to the line manager, consult with the Operations team or appropriate colleagues	X	
	To have a general understanding of relevant health and safety guidelines	X	
	To have the ability to follow health and safety procedures		X
	Able to work as part of a small cohesive and effective team	X	
	To be of a personable nature, approachable, sensitive and empathetic whilst having the ability to remain in control and professional at all times	X	

Person Specification

		Essential	Desirable
	Resilient and empathic when managing difficult situations e.g. family bereavement	X	
	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	X	
	IT skills – Outlook, Word and Excel		X
	Proactive approach and commitment to fundraising	X	
Other requirements	The role is 'Home from Home' based however occasional travel is required (for team meetings, house visits or training)	X	
	Able to work occasional evenings, weekends or overnight stays (due to travel, attendance at an event or due to an emergency)	X	
	Commitment to The Sick Children's Trust's policies and values	X	

Benefits

- 35 hour working week
- Discretionary hybrid working
- 25 days annual leave plus your birthday off
- Time off in lieu policy
- Auto-enrolment into a pension scheme at 3 months service
- Commitment to development and training
- Interest free travel loan
- Family friendly policies (flexible working and time off for dependents)

Commitment to your wellbeing including:

- Employee Assistance Programme
- Eyecare Voucher
- Flu Vaccination
- Life Assurance

Post-probation benefits:

- Bonus day off in December
- Enhanced pension option
- Permanent health Insurance
- Access to Digicare+
- Interest free travel loan



Equal Opportunity

The Sick Children's Trust strives to be an Equal Opportunity employer. We are committed to developing a diverse and inclusive organisation, where people feel supported and valued to be the best they can be.

We welcome applications from people from all sections of the community, irrespective of race, ethnicity, gender, age, disability, sexual orientation, religion or belief.

If you require any reasonable adjustments to apply for this role to the best of your ability such as an accessible venue for interview, please let us know your requirements and we will make every effort to provide assistance.

How to apply

If you are interested in applying for this role, please complete the [questionnaire](#) and submit along with your CV to: recruitment@sickchildrenstrust.org

The closing date for the role of Assistant House Manager is 31 March 2024.

We will be considering applications as they are submitted so early application is advised.
For further details about The Sick Children's Trust please visit our website sickchildrenstrust.org