

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.



Our vision

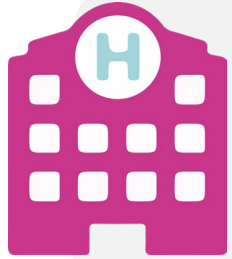
We are working to a future where every family with a seriously ill child in hospital can stay together, close to their child's hospital bedside.

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.



We're here, so families can be together





“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

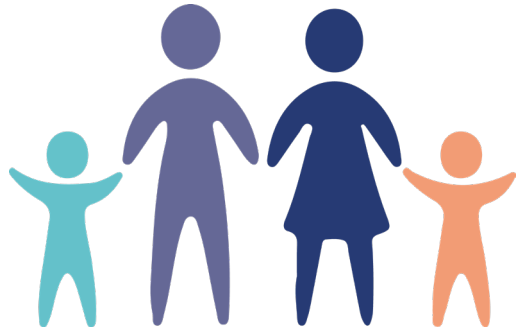
95%

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: 20 hours per week. Monday to Friday. Ideally to work over 4-5 days a week but will consider 3 days between the hours of 8.30am and 4.30pm

Days: Monday – Friday (flexible)

Location: Rainbow and Guilford Street House, London, WC1X 8UB and WC1N 1DT

Reports to: House Manager

Role Purpose

Guilford Street and Rainbow House have a total of 18 bedrooms plus one self-contained transplant flat, 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 running of the house, ensuring that accommodation is clean and comfortable, rooms are allocated appropriately, and makes sure that families are supported. The Assistant House Manager is required to carry out tasks to ensure that the houses meet the high standard which we pride ourselves in and complies with our policies and health and safety requirements.

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 be sensitive, respectful, and understanding of families, recognising their emotional, physical, and material needs.
- 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.

Day to day running of the houses

- To carry out and record a variety of checks to ensure the house meets standards of hygiene and health and safety.
- To address any maintenance concerns promptly.
- To check for vacated rooms, strip bedding and prepare for the next family.
- Undertake laundry duties and ironing, re-make beds, and present the room to a high standard.
- Carry out light cleaning duties and to clean bedrooms if a cleaner is not available.

House administration

- To maintain accurate records of all administration including financial transactions, donations, and house user statistics and to provide administrative support for the House Manager as required and deputise when absent.

House administration (continued)

- To build strong, professional relationships with the hospital staff and all related departments, communicating effectively at all levels to ensure good relationships and to ensure high occupancy levels.
- Comply with General Data Protection Regulations and maintain family information confidential.
- To respond to and address any unplanned incidents as appropriate.
- To ensure that adequate supplies for the house e.g. cleaning products are maintained.

Policies and values

- To comply with and enforce all of The Sick Children's Trust's policies and procedures. e.g. Health and Safety.
- To adhere to The Sick Children's Trust's core values.
- To maintain excellent professional standards.

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

Experience, skills and ability:

- Evidence of good people skills.
- Professional, resilient, and empathic /compassionate when managing difficult situations e.g. family bereavement.
- Evidence of working well as a team member and autonomously.
- Evidence of ability to problem solve.
- Evidence of effective use of initiative and a can-do attitude.
- Evidence of ability and willingness to carry out checks, cleaning, and laundry tasks promptly and to a high standard.
- A good communicator both verbally and in writing.
- Numeracy and literacy skills to carry out administration tasks.
- IT skills – ability to send e-mails, use document templates accurately and input data on to spreadsheet or data systems.
- Understands importance of and a commitment to complying with and enforcing the organisation's standards.
eg health and safety.

Other requirements:

- The role is house based however occasional travel is required (for team meetings, house visits or training).
- Ability to work occasional evenings, weekends, or overnight stays with notice.
- Commitment to The Sick Children's Trust policies and values including Diversity and Inclusion,
- Satisfactory enhanced DBS check.

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 12 May 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