

Abbeyfield Kings Langley Soc. Ltd.

Garrad House

Rockliffe Ave

Kings Langley

WD4 8DR

Herts

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Garrad House is a House for Independent Living, having 12 dwellings for people over the age of 55.

In addition to the individual rooms there is a dining room where meals are served twice a day and a Sun Lounge for community activities often organised by our group of Volunteers,

The position of House Manager Reports to the Board of Trustees

Primary Functions of the House Manager are:

- Implement the requirements of the Trustees.
- Maintain Full Residency
- Manage the day-to-day requirements of the House, ○ Monitor all incoming e-mails and respond appropriately.
- Ensure compliance with the Regulatory Bodies.
- Ensure Compliance with Health & Safety and Health and Hygiene Regulations.
- Provide Customer Service to Residents, Sponsors and Potential Residents.
- Ensure Compliance with the Abbeyfield Standard and with Regulatory Bodies.
- Manage the Staff.
- Maintain a Safe and Happy Atmosphere.

Qualifications:**† Essential:**

- An Understanding of the relevance of the General Data Protection regulation (GDPR).
- Relevant Food Hygiene Certificate Level 4 or equivalent
- Experience in working in Sheltered Housing, Health or Social Care environment.
- Strong Interpersonal Skills with the Ability to Relate to the Elderly,
- Ability to Manage Customer Expectations whilst Balancing the Needs of the Residents with the needs of the Business.
- Dispute resolution Skills.
- Experience in Managing Budgets Effectively.
- IT Literacy and Proficient with Microsoft Office.
- Ability to Travel to Training Venues, Meetings and Conference
- Good People Management Skills,

WD4 8DR**Job Specification****House Manager**

(Salary Range £25,000 - £30,000)

(36 Hours per Week Flexible)

(Depending on Experience)

† **Desirable:**

- Appropriate Qualification in Sheltered Housing or Social Care.
- Experience in Resident Participation.
- Business Management Skills. (e.g. NVQ in Business Management).

† Role Specific Duties:

○ People Management

- The Manager will be responsible for the recruitment of staff ensuring they meet all the regulatory requirements for the business.
- Induction and Training of New Staff
- When necessary, the Manager will engage 'Bank Staff. To cover shortfalls.
- Management of Staff ensuring that they are clear on their responsibilities and are engaged and motivated.
- Regular 1 to 1 review and assessments to be carried out.
- Identify Training Needs, either required or aspirational that will enhance the business.
- Ensure sufficient staff are available to cover their duties, arranging cover where necessary.
- Develop Staff to optimise their capability, performance and Productivity
- Ensure Staff maintain recency on all required subjects (e.g. Fire Safety, Health & Hygiene etc.)
- Mediate between Staff/Residents/Sponsors or Neighbours where issues or conflicts arise.
- Work with Volunteers in supporting the Social and Wellbeing of the Residents with all activities operating within the Abbeyfield valued and Policies.

○ Customer, Tenancy Management & Marketing

- Develop a Marketing and Advertising Strategy to Promote the organisation and it's Activities within the area utilising the Abbeyfield England Web Site, Local Events and Local Publications etc. Develop and maintain the in-house web site.
- Liaise with Prospective Sponsors and Residents ensuring they are aware of all the house requirements.
- Complete Tenancy Agreements and Files for all new Residents.
- Maintain Resident Files.
- Monitor Residence Compliance with the Tenancy Agreements ensuring appropriate action and support where necessary.
- Ensure rent Accounts are up to date and where necessary engaging Benefit Advisors.
- Make decisions regarding referrals and allocations ensuring the accommodation is let appropriately in terms of Priority and Suitability and within the void turn around timescales.

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- Regularly review Residents ability in terms of Mobility and Care Needs and where appropriate reallocate to a more appropriate room if available. or for the Resident to move on to a Care Home. Liaison with the Sponsor is essential in this event, and with Health Care Professionals where necessary.

○ Resident Social Wellbeing

- Work to ensure Residents become an active member of the House Community,
- Work with and support the Volunteers ensuring activities are appropriate and happen within the Abbeyfield Values and Policies, and where run within the communal areas of the House are aligned to the Marketing Callender.
- Where activity financing is agreed, make available within the House Financial Requirements.
- Activities should achieve the Abbeyfield Values and Policies.

○ Financial Management

- The Manager will work within the guidelines of the Society, working closely with the Finance Assistant.
- Manage day to day spend in terms of essential Minor Repairs, Provisions etc. Significant cost items, liaison with the Treasurer will be required.

Routine Tasks Include:

- Complete and Maintain Resident Files
- Maintain up to date Information in the Fire Box.
- Carry Out the Weekly Fire System, Emergency Lighting and Carbon Monoxide Sensor Tests.
- Six Monthly Resident Building Evacuation.
- Schedule and Arrange Annual Fire Inspection.
- Arrange Quarterly Fire System and Equipment Testing.
- Schedule and Arrange Annual Electrical Testing.
- Maintain a Register of Policies And advise Trustees when Review is nearing.
- Return in conjunction with the Trustees Returns to the Regulatory Bodies (Abbeyfield England, NROSH etc).
- Arrange the appropriate trades to carry out Maintenance and Repairs within the House.
- Provide Monthly Report to the Trustees.
- Attend
- Six Weekly Trustee Meetings.
- Arrange the AGM.
- Hold Monthly Resident Meetings and Minute.
- Liase with Insurers to ensure Policy renewal

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☐ Other Tasks as may be required from time to time by the Trustees.

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