

House Manager, Clandon House

Job Description

This is an exciting management opportunity for a motivated and highly organised person who can share our commitment to enhancing the lives of older people.

You will be based at Clandon House, 32, Prince of Wales Road Dorchester, however you will be expected to travel to our other houses across the south west on occasions for training, and to provide house manager cover at other locations within the Abbeyfield Wessex region.

You will need to ensure the smooth running of the house, and to maximise the lives of every resident living within [Abbeyfield Wessex Society](#), ensuring that all residents feel welcome, included and involved, and that the level of service exceeds expectations.

You will be responsible for assisting with the promotion of the house locally to attract new residents and develop new relationships within the community.

You will need:

A minimum of 2 years experience in managing staff.

Excellent written and verbal communication skills, and the ability to work well within a team.

You must be able to demonstrate excellent IT skills.

It is essential that you have a good knowledge of Dorchester and the surrounding areas.

A full UK driving licence and access to a vehicle.

If you are adaptable and able to work in a varied and rewarding role, then please contact us for more information, including a job description and an application form.

(35 hours per week, Monday-Friday with flexibility to work occasional weekends and evenings if required.)

Please submit a covering letter outlining your experience, and why you are suitable for the position, along with your CV to apply.

Please note that your application will not be considered without a covering letter.

Remote or hybrid work arrangements are not available for this role.

JOB TITLE: House Manager

RESPONSIBLE TO: CEO

MAIN PURPOSE OF THE JOB: To ensure the smooth running of the house and to maximise the lives of every resident living within Abbeyfield Wessex Society. Ensure that all residents feel welcome, included, and involved and that the level of service exceeds expectations.

KEY DUTIES AND RESPONSIBILITIES:

1. General

Manage the house on a day-to-day basis to ensure that the house runs smoothly and efficiently.

Lead, manage and develop all house staff.

Ensure that emergency repairs are reported in a timely manner and that routine repairs and maintenance problems are reported.

Ensure that residents are looked after in a caring and sympathetic manner and that their independence is reinforced and maximised in line with their individual Wellness Plans.

Assist to raise the profile of the Abbeyfield Wessex Society by building positive key stakeholder relationships.

Maintain occupancy levels consistent with the business plan.

2. Residents

Actively seek residents via local promotion initiatives, local community networking and working with other members of the Society.

Assess all applicants seeking accommodation to ensure they meet the desired criteria.

Deal with all resident related paperwork such as application packs, trial stay agreements and tenancy agreements. Maintain spreadsheet with all potential enquiries.

Ensure Wellness Plans are in place for all residents with at least a six-monthly update.

Proactively encourage residents to be involved in the house; welcome and encourage their participation in activities, arrange a programme of social events and ensure there are in-house activities arranged on a regular basis including those that will help resident engage with local community activities.

Liaise with residents' families, doctors, social services and other agencies over residents' welfare.

When necessary, provide residents with advice and guidance to access domiciliary care services or other services including Housing Benefit.

Be the first point of contact for residents/relatives with regards to complaints and conflict and resolve all issues professionally, effectively and to the satisfaction of those involved.

Plan menus and carry out on-line shopping for provisions within current budgets and procedures.

Work closely with the residents' relatives and staff from other agencies in liaison with the CEO to effectively move-on residents if required.

Annually monitor resident satisfaction with a customer questionnaire.

3. Staff Management

Ensure that the rota is planned in advance and in place to ensure adequate staff cover at all times.

Assist in the recruitment of house staff.

Ensure that all staff are clear about their role and responsibilities and that their performance meets expectations at all times. Effectively manage all staff including holding regular 1:1 meetings and annual appraisals.

Ensure compliance with HR and Payroll policies including signing off appropriate payroll forms.

Proactively address any performance issues to ensure the quality of service to residents is not compromised.

4. Catering

Be responsible for the provision of the agreed number of meals each day ensuring that dietary needs, tastes and preferences of residents is met.

Plan the menus and order ingredients, equipment, and other materials necessary for the provision of meals within allocated budgets.

Where agreed, ensure that agreed weekly menus are prominently displayed.

Ensure that the kitchen and kitchen practice always meet environmental health standards (Safer Food Better Business Guidance).

Prepare and cook meals when cover is required because of staff absences.

5. Environment

Ensure that all communal parts of the house are clean and tidy including ensuring the house is sanitised on a regular basis using the fogging machine.

Ensure that the garden is well maintained.

Ensure the security of the house at all times.

Ensure all repairs are carried out in a timely manner and identify an annual planned repairs programme with the CEO.

Overall responsibility for the health and safety of the house, ensuring that all health and safety procedures and requirements are followed, and that fire alarms/emergency lights are tested weekly.

Maintain compliance with law, regulations, common practice standards and quality standards such as Safeguarding and ensure appropriate evidencing is recorded.

Complete and monitor the house asset register for your house(s).

Provide utility readings as required.

Provide reports for the CEO as required.

6. Finance and Administration

Assist in achieving Business Plan financial targets for voids, staffing, maintenance etc.

Ensure that required information is accurate and kept up-to-date at all times. This includes reconciliation of the monthly house account, incident books and accident books.

Ensure that all house purchases are within budget.

7. Social Media

Provide information to the Support Services Manager to keep the Society's website and social media up-to-date.

Work with other House Managers to generate social media content.

8. Events/Fundraising

Work with other House Managers and the CEO to organise one corporate event annually within a costed budget.

Proactively seek opportunities for community events.

Explore fundraising opportunities for the Society and organise fundraising events within your house(s) and/or local community.

9. Volunteers

Co-ordinate volunteer activities and work across the Society with other House Managers to encourage partnership working and identify volunteer-led tasks and events.

10. Other

Maintain confidentiality for residents and volunteers' information.

Attend training courses as required.

Some weekend and evening work may be required in this position.

Any other duties which may be required, commensurate with the grading of this post.