Linc Cymru – Job Description

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| Role Title  | House Manager  | Department & Location  | Abbeyfield Wales Society  |
| Reporting to | Team Leader  |  |  |

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|  Linc Behaviours and Practices  |
| * At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.
* Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge ‘the norm’.
* Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.
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| Role Purpose  |
| The purpose of the House Manager role is to oversee and ensure the smooth operation of the Abbeyfield Hous, maintaining a safe, welcoming, and well-managed environment for the residents. The House Manager is responsible for upholding the Abbeyfield values, ethos, and objectives, while prioritizing the health, safety, and well-being of residents. This includes managing all services provided within the house, including the delivery of nutritious and varied home cooked meals,, staff supervision and support, and community engagement. The House Manager plays a crucial role in fostering a sense of community among residents, promoting their satisfaction with the services provided, and maximising occupancy by minimising vacant rooms. The House Manager is responsible for the health and safety of residents and staff. Overall, the purpose of the role is to ensure that residents receive high-quality accommodation and meals, tailored to their individual needs, while promoting the reputation and success of Abbeyfield Wales Society within the local community. |
| Person Requirements  |
| * Uphold the Values, Ethos, and Objectives of Abbeyfield Wales and Linc Cymru Housing Association.
* Good level of verbal and written communication skills.
* Good level of IT literacy.
* Ensure the health, safety, and well-being of residents.
* Develop and maintain a welcoming, safe, and well-managed environment for residents.
* Coordinate a nutritious and varied meal service that caters to dietary needs within budget constraints.
* To ensure that the meal service is delivered in accordance with the Health and Safety and Food Safety legislation that is relevant at that time.
* Foster connections with the local community.
* Minimise vacant rooms and ensure readiness for new residents.
* Supervise and manage house staff and volunteers.
* Provide cover and assistance to other Abbeyfield sites as needed.
* Lead compliance with health and safety legislation and policies.
* Serve as the main point of contact for residents, ensuring satisfaction with services.
* Promote the service in the local community to minimise vacancies.
* Recruit, train, and supervise staff.
* Ensure staff training is up to date.
* Report safeguarding concerns promptly.
* Manage meal service resources, including ordering and storage.
* Contribute to budget discussions and manage house budget.
* Maintain records of health and safety compliance and report repairs.
* Manage house finances and petty cash.
* Organise activities for residents.
* Handle initial enquiries and complaints from residents.

**Desirable (non-essential) criteria:** * Full driving licence and access to vehicle for work purposes.
* Welsh speaker.
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| Sign Job Holder..................................... Date …..................Signed Line Manager....................................................... Date.......................................... |