**JOB DESCRIPTION**

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| **JOB TITLE:**  | House Manager |
| **POST NO:**  |  |
| **RESPONSIBLE TO:** | North Wales Team Leader |
| **RESPONSIBLE FOR:****(list direct reports by role)** | Deputy House Manager / CookDomestic |
| **SALARY:**  | £11.23 per hour  |
| **HOURS:** | **30**  |
| **BASED AT:**  | Abbeyfield Llandudno *(occasionally providing cover to other Abbeyfield North Wales Locations as required)* |
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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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| **Main purpose of role** |
| * To uphold the Values, Ethos and Objectives of the Abbeyfield Wales and its parent organisation, Linc Cymru Housing Association
* To be responsible for the health, safety and well being of the residents
* To develop and maintain a homely, welcoming, safe and well managed environment for residents to live in
* To be responsible for all services that are delivered in the House
* To ensure the continuity of a meal service that is nutritious, provides a good variety, is well planned and caters for any dietary needs.
* To deliver a daily nutritious & varied meal service to all the House residents within a pre-determined budget.
* To ensure that the house is well connected to the local community.
* To ensure that vacancies are ready to let and the number of vacant rooms at any time is minimised.
* To supervise and manage house staff and volunteers
* Be responsible for the day to day operation of the house
* To be responsible for the welfare, safety and security of the residents
* To be responsible for the security of the building and its contents.
* To provide cover and assistance to other Abbeyfield sites as required**.**
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|  **KEY ACCOUNTABILITIES:** |
| * To lead the individual house service and ensure that the service is fully compliant with the relevant health and safety legislation, regulation and policy guidance issued by Abbeyfield/Linc Cymru HA.
* To lead the service to residents, be the main point of contact for residents and ensure high levels of satisfaction about the service provided to residents
* To act as the key local point of contact for the service and promote the service in the local community to maximize local understanding about the service on offer and to minimise rental loss through vacant rooms
* To ensure that the needs of residents are appropriately taken into account in the services we provide (specifically the meal service) and that the service offers variety & caters for the range of dietary needs of individual residents.
* To recruit and lead the staff team (including volunteers), supervise the staff team and manage training and performance and report to line managers where any remedial action is needed.
* To actively engage as a team member, contribute and participate in any training, meetings and conferences to promote the work of Abbeyfield/Linc Cymru HA.
* To report immediately to the Team Leader any safeguarding concerns relating to the welfare of the residents
* 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.
* To demonstrate and evidence that the meal service meets the dietary needs of the resident and provides a flexible choice of meal options for residents to meet those needs.
* To engage with residents in the choice of meals provided and aim to maintain high levels of resident satisfaction with meals at all times.
* Ensure that there are adequate goods and supplies to deliver the meal service and that food stuffs are ordered to meet the requirement of the menu and stored in accordance with health and safety/food standards legislation and guidance.
* Aim to deliver the highest possible standard of food hygiene rating for the service.
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| **KEY TASKS:*** To manage enquiries and participate in the assessment and lettings process
* To manage vacancies in accordance with policies and procedures
* To contribute to budget discussions and manage the budget for the house with the support of the Service Manager
* To manage the staff team to ensure the adequate staffing cover is provided to deliver the service, report and manage absences and recruit and induct new staff.
* To ensure the staff team are appropriately trained and supervised
* To ensure that the house is always compliant with all relevant health and safety legislation and to ensure records are maintained to evidence this in accordance with policies and procedures.
* To report repairs in accordance with policies and procedures
* To manage the house credit card and/or petty cash account
* To ensure that the house is vibrant, and residents have a range of activities from which they can choose to participate in.
* To act as the main point of contact for residents to deal with and manage initial enquiries and complaints
* To promote the house and services provided locally with statutory and voluntary agencies and maintain an awareness in the local community of the service
* To manage the meal service
* To prepare the menu plan, source foodstuffs and manage the stock control
* To ensure that the health and safety and cleanliness standards within the meal services are always maintained to the highest standards.
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| **GENERAL:*** To always uphold the values and ethos of Abbeyfield and Linc Cymru HA.
* To act in accordance with Abbeyfield and Linc Cymru HA policies and procedures at all times
* To ensure the confidentiality and integrity of information always held and comply with Data Protection and Confidentiality Policies including GDPR.
* To ensure that Equality and Diversity Policies are always complied with.
* To respect colleagues’ views and expect your views to be respected.
* To ensure the service is well managed and to develop positive working relationships with all colleagues, volunteers and other agencies and contractors that may deliver services to the site.
* To support colleagues to deliver a customer focused service that enables residents to live as independently as possible and enables them to access other services they may need to support that independence.
* The post requires individuals to often work remotely and therefore it is expected that the postholder will work using their own initiative and skills.
* To participate in training to meet the minimum requirements of the roles and to participate in meetings and conferences where possible.
* Where reasonable, provide cover for other Abbeyfield Services with the area.
* Full clean driving license and access to a vehicle (desirable but not essential).

*Linc Cymru reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility* Sign Job Holder.....................................  Date …..................  Signed Line Manager.......................................................          Date..........................................  |