

## Linc Cymru – Job Description

Role Title	Deputy House Manager	Department & Location	Abbeyfield Wales Society
Reporting to	House Manager		

### 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.

### Role Purpose

As Deputy House Manager at Abbeyfield Wales, your primary purpose is to ensure the wellbeing, health, and safety of our residents while fostering a homely, welcoming, and safe environment within the house. The preparation of nutritious meals throughout the day is central to the role as you play a pivotal role in maintaining the high standards that Abbeyfield is renowned for, enriching the lives of our residents in every possible way.

### Person Requirements

#### **Responsibilities:**

- Ensure the health, safety, and well-being of residents.
- Develop a welcoming, safe, and well-managed environment.
- Oversee all services provided within the house(s).
- Manage and prepare meal service to meet dietary needs within budget.
- To order or purchase food and domestic supplies as required and assist the House Manager to control stock levels.
- Maintain security of the building and its contents.
- Minimise vacancies and ensure readiness for new residents.

- Supervise and manage staff in the absence of the House Manager and ensure staff training is up to date.
- Support day-to-day operations and deputise for the House Manager when necessary.
- To ensure that the house is compliant with all relevant health and safety legislation at all times and to ensure records are maintained to evidence this in accordance with policies and procedures.
- To assist the House Manager with 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.
- Promote the house and services provided locally with statutory and voluntary agencies and maintain an awareness in the local community of the service.
- 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 enable them to access other services they may need to support that independence

**Additional Duties:**

- Ensure compliance with health and safety regulations.
- Act as a local point of contact and promote community engagement.
- Address resident enquiries and manage initial complaints.
- Manage meal service planning, sourcing, and stock control.
- Uphold organizational values and policies, including confidentiality and equality.
- Develop positive relationships with colleagues, volunteers, and external stakeholders.
- Support resident independence and access to necessary services.

**General Requirements:**

- Ability to work remotely and independently.
- Good level of verbal and written communication skills.
- Basic level of IT literacy.
- Willingness to engage in ongoing training and professional development.
- Availability for cover at other Abbeyfield Services in North Wales.

**Desirable (non-essential) criteria:**

- Full driving licence and access to vehicle for work purposes.
- Welsh speaker.

Linc Cymru, part of Pobl Group, is guided, in all that we do, by a group of principles that we call FREDIE. These are: Fairness, Respect, Equality, Diversity, Inclusion, Engagement. This means that whatever your background, you will have an equal opportunity at Pobl Group and we encourage you to apply now.

If you would like any support with your application or to discuss any adjustments that you

may require to support your application process, please contact [recruitment@linc-cymru.co.uk](mailto:recruitment@linc-cymru.co.uk)

*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*

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Sign Job Holder..... Date .....

Signed Line Manager..... Date.....