

EVANS'S COTTAGE HOMES

Charity no. 236070

www.evanscottagehomes.org.uk

Post: House Manager [HM2103]

Location: Evans Gardens, Lodge Hill Road, Selly Oak, Birmingham B29 6NQ.

Hours: In the region of 24 hours per week

Salary: In the region of £9,000 p.a.

The post requires the holder to have an Enhanced DBS Disclosure

JOB DESCRIPTION

PURPOSE OF JOB

To provide an efficient and professional service, thereby helping to create a warm, friendly and courteous environment for the residents of Evans Gardens.

Reports to the Trustees, usually via the Chairman

SCOPE OF THE JOB

The House Manager is responsible for the day to day running of Evans Gardens and the welfare of the residents in the following ways:

1. The Residents

- Visit/phone the residents from time to time as required by them, and as may be considered necessary.
- Be available for the resident/family during duty hours.
- Take calls out of hours and when not on site.
- Take action in the event of an Emergency and call the appropriate authorities where necessary.
- Send out application forms as required.
- Arrange interviews for potential new residents, seek references and provide all the information for the Trustees prior to interview.
- Be present for new residents moving in to welcome them and familiarise them with fuse box, sure stop, door entry system and life line. Read electric meter and give new resident a copy of the reading.
- Assist resident/family when resident leaves. Take final meter reading and ensure that there is a copy.
- Ensure that the residents comply with the Homes regulations regarding the occupation of the property.

2. The Buildings

- Carry out regular checks to ensure that the buildings, communal areas, gardens and grounds are all in good safe order.
- Arrange and supervise all maintenance, repairs and tradesmen as and when needed.
- Seek quotations from suppliers for maintenance or repair.
- Identify any work needed when a flat is void and then prioritise the work to be done.

- Be familiar with all **equipment on site** especially that listed below:

Central Heating timer/System (to include venting radiators)

Washing Machines, Tumble Dryers, Fuse Boards,

Fire Alarm Panel, Stair lifts, Door Entry Systems,

Fob System, CCTV System, Sure Stops,

Life Line Units, Water Heaters ,

Utility meters – gas, electric and water (submit readings as needed)

- Organise **annual inspections** of the following:

Fire Alarm System, Stair lifts, Boilers,

Smoke Alarms, Emergency Lights, Central Heating System,

Water Heaters, Fob System, CCTV System,

- Schedule and monitor the Quinquennial Inspection – arrange works which arise from the report

3. Communication / Social

- Encourage regular communication between resident, resident's family and house Manager / Trustees
- Facilitate periodic coffee mornings, lunches and events for the residents.
- Facilitate fundraising for causes such as Guide Dogs, Air Ambulance, Fisher House (£10,000 has been raised in recent years)
- Arrange trips for the residents.
- Assist with the publication of a periodic Newsletter
- Arrange the AGM at the Lord Mayor's Parlour
- Arrange the annual Lord Mayor's Visit
- Maintain records of residents, communicate relevant information to Life Line
- Liaise regularly with the Trustees
- Account for the 'honesty box' donations for use of the laundry
- Record and account for deposits paid/refunded for keys and/or door fobs

PERSON SPECIFICATION

- Good administrative skills
- Working with the elderly
- Customer facing skills
- IT skills
- Practical down to earth approach and a cool head

Letter of application with CV and name and contact details of 2 referees, should be sent to contact@evanshomes.plus.com by 1st June 2021.

Contact Mrs Williams (House Manager) to arrange an informal visit to the site –

housemanager@evanshomes.plus.com

This role may be combined with that of Trust Administrator, or it may be joined with the role of Trust Administrator by way of a job share. Please state, in your application, if the possibility of combining the roles is of interest.