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**Deputy House Manager**

Contribute to the management of a sustainable service for elderly residents, in compliance with relevant legislation and regulations, and Abbeyfield’s mission and values.

**Job Purpose**

Career Band 4

**Role Profile**

**People**; assist in the management and development of staff, ensuring engagement, capacity and capability.

**Finances**; support the House Manager to meet pre-agreed budgetary targets.

**Reputation**; contribute to promoting the House so it sustains a good reputation in the local community.

**Governance**; help to manage risks, to ensure compliance with relevant legislation, regulations and policy, so that a safe environment for residents, staff and visitors is maintained.

**Deputising:** cover for the House Manager during their absence to ensure smooth running of House.

**A brief summary of the role**

s **Qualifications**

1. A relevant Food Hygiene Certificate (e.g. Level 2/3 or equivalent)

**Knowledge, Skills & Experience**

1. Experience working at a supervisory team leadership level in a similar (ideally elderly care) person centred care and support role.
2. Experience of managing teams; the ability to undertake effective recruitment, manage staff performance, apply formal disciplinary processes, and develop and retain talent.
3. The ability to promote and enhance the reputation of the House, and network in the local community and with social services in order to secure high occupancy rates and sustained income.
4. Commitment to and ability to promote health, safety and welfare, to secure high levels of compliance and manage workplace risks to staff and residents.

**Personal Qualities**

1. Strong enthusiasm, drive and energy; evidence of having motivated and inspired teams to secure high levels of staff engagement that contributed to the provision of consistently good quality service.
2. Well-developed interpersonal qualities; an effective communicator and influencer who builds productive working relationships with colleagues that secures strong team working and business results.
3. Strong empathy towards the client; demonstrable appreciation of the practical and emotional needs to elderly residents, and how to meet them.

**Candidate profile**

**1. Service Provision**

Admission; Ensuring prospective residents are admitted in line with procedures, and to ensure a warm welcome.

Health & Wellbeing: ensure the physical, social, intellectual, spiritual and emotional needs of residents are catered for, enabling a high degree of independence whilst encouraging residents to participate in daily activities so that they remain emotionally and intellectually stimulated, and monitor the health and general welfare of each resident.

Nutrition; ensure provision of meals from varied menus that provide a balanced diet, with provision for specific dietary requirements, and ensure all food preparation meets hygiene standards.

Moving On; produce a reliable assessment of residents needs, implement ‘Moving On’ procedure in a tactful, sensitive manner for those residents where the House is unable to meet their needs, and liaise with outside sponsors to aid with relocation to a more suitable service provision

**2. People Management**

Leadership & Engagement; provide effective leadership to staff, empowering and delegating effectively, communicating clear priorities, and create a working environment where staff take pride in their work, demonstrate personal responsibility and commitment, and embrace improvement through change.

Resourcing & Rostering; support recruitment and induction of new staff, ensuring appropriate pre-employment checks, so they are fit to work, perform effectively, manage holiday requests, and oversee staff rotas, monitoring staffing ratios to provide care service continuity and maintenance of standards.

Staff Records: ensure all staff files contain relevant documentation as set out in Information Management and HR policy as required by regulators, and all staff have current DBS certificates.

Conduct, Performance & Absence; proactively manage staff behaviour, performance and absence, make best use of the appraisal process, and if necessary apply formal processes to maximise staff productivity.

Training & Talent Development; identify and meet individual and collective training needs so that staff develop in their roles and reach their potential, ensuring staff undertake mandatory elements within acceptable timescales, and ensure a succession plan for key roles.

Volunteers; maximise opportunities to use a diverse range of volunteer workers, dovetailing to compliment the existing employed workforce, and promote the unique perspective these workers bring. d consult with them regularly to make sure they are happy with how their cleaning and housekeeping is **3. Financial Management: (Support the House Manager)**

Income Generation; contribute to maximising House occupancy levels so that a sustained income is secured to enable the House be viable and run at a pre-agreed budget, and ensure a viable return on capital expenditure.

Cost Control; support the House Manager in monitoring and control of House costs (principally salaries, food, consumables) and run at a pre-agreed budget. ds of

**4. Reputation Management**

Local Stakeholder Management; engage proactively with local community individuals and groups, acting as advocate for Abbeyfield in the promotion of a strong residential and employer brand in the area, whilst upholding the values of the Organisation.

Marketing Campaign Management; work closely with the Business Operations Manager and House Manager in the design development and running of local campaigns, marketing plans and broader marketing strategies to promote the House to prospective residents.

**5. Governance**

Safety Culture; support the House Manager in the creation of a working environment in the House where the health, safety and welfare of residents, staff and visitors is clearly understood and taken seriously by all.

Risk Management; assess risk to health, safety and welfare, undertake proportionate checks, and address identified risks, reporting and escalating to reduce risks to the lowest level reasonably practicable.

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**Role responsibilities in more detail**