

RONALD MCDONALD HOUSE GLASGOW

HOUSE MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB CONTEXT: Ronald McDonald House Glasgow provides high quality 'home away from home' accommodation and support for families with seriously ill children receiving care in the Royal Hospital for Children Glasgow and other hospitals in the West of Scotland. The House is open and staffed 24 hours a day, 365 days a year. Families stay free of charge in the 31 bedroomed House on the campus of the Queen Elizabeth University Hospital and Royal Hospital for Children, Glasgow campus in Govan, Glasgow. There is no time limit on the accommodation – once a family is given a room it is theirs until their child is discharged from hospital. For families with a sick child, the house is a fantastic haven at a stressful time when their child's stay in hospital requires them to be close by.

JOB PURPOSE: To be responsible for the safe operation of the 31 bedroomed Ronald McDonald House Glasgow.

Responsibilities:

1. For the day-to-day running, management and administration to ensure the smooth operation of the House.
2. To ensure the House is safe and secure and that all planned and preventative maintenance takes place and is accurately recorded.
3. Line management of House staff and responsible for House volunteers.
4. To ensure the House is maintained to a high standard of cleanliness and hygiene at all times.
5. Overseeing outsourced staff.
6. Controlling the House budget, managing expenditure, providing accurate reports and implementing financial and operational efficiencies.
7. Implement Board policy and provide the Board with regular reports on the management of the House, Health and Safety, Security and family statistics.
8. Implement and follow-up on all Charity Policies and House Rules including H&S, Employment Law, Security and General Data Protection Regulations.
9. Build relationships with staff at all levels in our partner hospitals.

General

Act as an ambassador by maintaining a positive and professional image at all times.

House Operations

To regularly inspect all areas of the House to ensure appropriate standards are being maintained.

Ensure maintenance of a comprehensive House procedural manual.

To ensure all on-site visits in regards to House matters are recorded in the on-line diaries.

To oversee the allocation of rooms following the laid down criteria and deliver / supervise check-in and out procedures in accordance with policy.

To ensure that each bedroom room is inspected before a family leaves and before a new family is admitted.

To attend meetings of the Board and Committees and to submit written reports to these meetings and provide with requested info in between.

Assist Board members and House Director with additional duties as required

Build and maintain good working relationship with contractors.

To escalate any issues to the House Director where appropriate.

Health & Safety

To be responsible for the security of the House and alarm systems.

To ensure all Health and Safety requirements are in-place, current and being adhered to.

To be responsible for the routine maintenance and repair of the House / garden and all therein.

When on duty to be the Fire Marshall and oversee the evacuation of the House during a fire alarm or emergency.

To ensure all electrical appliances, firefighting equipment are well maintained and complaint and necessary checks scheduled and carried out in the time scales laid down by H&S.

To schedule appropriate organisations to perform checks as laid down by H&S on all appropriate equipment.

To carry out weekly/regular other routine monitoring of equipment and record outcomes and report these to House Director.

To carry out and regularly review risk assessments for on-site works.

To report Health and Safety issues to House Director.

Inform House Director of all anticipated major repairs and maintain repair log.

To ensure staff and outsourced staff are trained, that training is refreshed as required and details recorded in regards to Health and Safety requirements.

Work with appointed H&S Consultants to facilitate productive Active Monitoring Inspections and implement resulting recommendations where appropriate.

Ensure contractors can evidence appropriate permissions and certifications for on-site works.

In conjunction with the House Director maintain the Risk Register.

Office Management

To keep a detailed record of referrals and enter into the database in line with the General Data Protection Rules (GDPR).

To ensure accurate recording of family statistics are adhered to and produce required reports.

To supervise House staff to ensure duties are carried out to a consistently high standard, liaise and work alongside other members of staff.

Maintain an inventory of maintenance supplies, household items and other necessary materials and be responsible for re-ordering.

Monitor need of additional / replacement furniture, fixtures and fittings required and pass requests to House Director / Board.

Maintain an up to date Fixed Asset Register.

To respond to any issues regarding the flats at Yorkhill Parade and authorise any necessary minor repairs in lieu of the House Director availability.

Families and Visitors

To welcome / oversee families and visitors to the House.

To ensure that all families and visitors understand the need to observe the House rules as laid down by the Board and recommend new rules / changes to the House Director & Board.

To assist / interact with families and visitors during their time in the House, respond to their needs and enforce rules when necessary.

To ensure that families and visitors are familiar with the facilities provided and fire evacuation procedures.

To ensure, when appropriate, Personal Emergency Evacuation Plans (PEEP) are discussed with appropriate families on arrival, recorded and retained securely.

To ensure the confidentiality of families and maintain accurate records of the details of a family's stay in the House in accordance with GDPR.

To deal with any complaints from families and visitors.

To deal with any issues regarding families / visitors accordingly and escalate to the House Director / emergency services as appropriate.

Personnel

To maintain and project a professional manner in all dealings with staff.

To be responsible for the scheduling and supervision of House and outsourced staff to ensure the efficient running and management of the House.

To ensure the policies as laid down in the staff manual are observed.

To be responsible for training House staff and volunteers.

To monitor and record time-keeping, sickness, absence and holidays of House and outsourced staff, advise Finance of any financial adjustments.

Holiday records to be available to Finance and House Director.

Inform House Director and outsourced staff employers with any issues arising.

To ensure that the daily reporting system is fully operative and monitored daily.

To be responsible for conducting regular 1 to 1's, annual and half yearly appraisals for the assessment, evaluation and monitoring of House staff including volunteers.

To be responsible for keeping outsourced staff updated with any procedural changes and training of as required.

To respond to staff grievances and escalate accordingly.

Consult designated HR professionals where necessary.

Aid in the process of House staff recruitment.

Volunteers

To train / supervise House Administrators in their dealings with volunteers.

To be responsible for the recruitment and selection, ongoing training & support / supervision of volunteers.

To undertake annual reviews to ensure engagement and fulfilment in their roles and acknowledge their contributions to the running of the House.

Financial

Submit monthly figures to Accounts for payroll purposes.

Check all appropriate payment materials prior to approving & passing to Accounts and ensure discrepancies are resolved.

Receive & process in-House financial income prior to Accounts processing.

Assist Finance / House Director with the preparation of the annual House budget.

To be responsible for monitoring and controlling the House budget.

Public Relations

Where appropriate host House walk rounds for supporters and families and the placing of plaques on the Family Tree.

Solicit feedback from families both written and verbal and report back to House Director.

Assist with identifying families and children for media and publicity purposes.

Requests for press releases / comments for the press to go to the House Director.

Support the House Director & Fundraising team in the preparation of promotional materials.

Fundraising

Support the Fundraising team with required statistics regarding family demographics.

Oversee the process for on-site donations in absence / in support of Fundraising staff.

Ensure the Fundraising team have specifications and up-to-date requirement of House equipment / materials for funding or gift-in-kind applications.

The foregoing is not necessary all-encompassing and the job holder will be expected to undertake any duties or tasks which can be reasonably said to fall within the remit of the role of House Manager.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Experienced line manager, comfortable undertaking appraisals, development plans. Experienced with HR practices, managing employee conduct. Experienced at setting and achieving targets with agreed expenditure budgets. Experienced implementing Health & Safety requirements and audits. Experience of working in a customer focussed environment and providing exemplary customer service skills. Proficient in using Windows based packages including Microsoft Office - Word, Excel, Outlook, email, PowerPoint, Publisher and the internet. Experienced working to timescales and deadlines. 	<ul style="list-style-type: none"> Experience of working/managing in shared accommodation & facilities / a communal living environment. Experience of working within the Hospitality Industry, particularly Housekeeping and front-of-house duties. Experience of working within the Third Sector. Knowledge of working with databases and/or CRM's. Understanding of the Ronald McDonald House Glasgow. Holds ECDL or equivalent qualification.

QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to HND or equivalent skills through on-going professional/personal development. • Excellent English language verbal and written skills. • Excellent numeracy skills. 	
PERSONAL QUALITIES / ATTRIBUTES	<ul style="list-style-type: none"> • Ability to effectively manage a team and achieve targets. • Ability to build and maintain good relationships. • Ability to manage a diverse workload, prioritise own workload and meet deadlines. • Ability to deal with conflicting demands, unforeseen circumstances and pressures. • Professional in attitude, behaviour and practice. • Ability to respect confidentiality. • Excellent communication skills. • Excellent organiser and planner. • Ability to produce work to a high degree of accuracy and efficiency. • Commitment to achieving personal, and organisational objectives. • Ability to deal sensitively and empathetically with service users, donors and external stakeholders. • Values diversity and respects individual differences. • Have highly developed social skills, sociable and friendly and outgoing in dealings with everyone. • Have well developed personal coping skills challenging families, grief, loss. 	
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Confident in dealing with a variety of varying situations including face-to-face with families dealing with challenging circumstances. • Flexible to complete work according to service requirements. • Reliable and proactive team leader. • Self-motivated. • Shows genuine concern for other's satisfaction and wellbeing. • Keen to maintain a positive workplace environment. 	
OTHER FACTORS	<ul style="list-style-type: none"> • Committed to the work of Ronald McDonald House Glasgow. 	