**Crossbasket House Job Description and Person Specification**

**JOB TITLE:** SENIORHOUSE SERVICES & PROGRAMMES COORDINATOR

**JOB CONTEXT:** Crossbasket House provides 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. Families stay free of charge in the 30 bedroomed House and 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 while they are away from home.

**JOB PURPOSE:** To be a main point of contact in the House, providing a friendly, professional and

efficient service to families, visitors and all stakeholders. To be a competent person to be the sole member of staff on occasions during your shift along with the following primary responsibilities. To support the range of programmes developed and delivered within the House, to support future growth initiatives.

**SERVICE RESPONSIBILITIES**

* Assist the House Manager with the day-to-day, efficient and effective running of the House.
* Line Manage the House Assistant/Housekeeping.
* Required to be a part of the on-call Duties.
* Support the House Manager in implementing and maintaining Health and Safety procedures, including routine checks, risk assessments, and ensuring compliance with relevant regulations.
* Respond confidently and appropriately to emergency situations within the House.
* Carry out daily opening/end of day procedure of the House and conduct handover with the team and/or security.
* To liaise with hospital staff regarding referrals to the House.
* To welcome families with registration and undertake check-in/check-out procedures with families.
* To deliver fire safety drill and Health and Safety information induction to families.
* To carry out housekeeping tasks including facilitating a timely turnaround of bedrooms &

associated laundry duties when required.

* To be responsible for routine House operations.
* Provide efficient administrative support to the House.

**PROGRAMME RESPONSIBILITES**

* To assist the COO and House Manager in the design, planning, and scheduling of programme activities and timelines.
* To develop and maintain detailed work plans and calendars for the range of services delivered within Crossbasket House.
* To maintain accurate programme documentation and records management.
* To track programme progress against milestones, budgets, and deliverables.
* To coordinate logistics for meetings, workshops, training sessions, and events.
* To support the recruitment and retention of House and service volunteers.

**Please note:** This job description will be reviewed as part of the post holder’s annual appraisal and is not intended to be a complete list of responsibilities but indicates the main responsibilities required from an employee in the role. We reserve the right to require employees to perform other duties from time to time. In addition, we reserve the right to vary or amend the duties and responsibilities of the post holder at any time, according to the needs of the organisation.

This post is subject to a PVG.

**Specific Duties**

Family Services & Support

* Welcome families with empathy.
* Manage check-in and check-out processes.
* Maintain family records and data on internal systems.
* Provide H&S and fire safety inductions.
* Address any breaches of house rules.

Operations & Housekeeping

* Line manages and train House Assistants in all aspects of cleaning, maintenance, and hygiene procedures.
* Conduct room inspections and coordinate cleaning turnover.
* Participate in laundry, cleaning, and general upkeep duties and ensure consistent standards are maintained.
* Supervise housekeeping staff daily to ensure high standards of cleanliness and service.
* Order and manage inventory of cleaning supplies, ensuring stock levels are maintained, appropriately stored and to ensure efficient usage and cost control

Administrative Duties

* Update databases with sensitive family data (GDPR-compliant).
* Manage referral logs and check-in paperwork.
* Handle donations, deposits, merchandise sales, and associated logs.

Team Engagement & Volunteer

* Support, direct, and foster positive relationships with team members and volunteers.
* Work alongside the House Manager and contractors in daily operations.

Health & Safety

* Implement and maintain H&S procedures.
* Participate in building checks and respond to emergencies.
* Carry out regular health and safety checks in line with policy and legal compliance requirements.
* Ensure all cleaning practices meet health and safety standards and COSHH (Control of Substances Hazardous to Health) regulations.

Service Development

* To provide administration and coordination support to existing and planned service development within the House.
* To assist the House Manager in the identification and delivery of tailored House projects, with the aim of increasing experiential support for House families.

Fundraising & Public Engagement

* Promote fundraising events and merchandise.
* Provide house tours and handle donations appropriately.
* Be a compassionate, professional representative of the charity at all times.

**Person Specification – Inferred Key Qualities & Skills**

Essential:

* Experience in a similar caregiving, hospitality, or non-profit environment.
* Empathy & Communication: Comfortable dealing with emotionally sensitive situations (e.g., bereaved families).
* Organisation & Responsibility: Capable of working alone, managing daily tasks independently and confidently with previous line management or supervisory experience.
* Attention to Detail: Especially important for room inspections, database updates, and donation handling.
* Flexibility & Resilience: Must be able to multitask across varied duties—administration, housekeeping, people management.
* Health & Safety Awareness: Including risk assessments, emergency procedures, and safe building practices.

Desirable:

* Strong IT/admin skills, including use of databases.
* Understanding of GDPR and safeguarding policies.
* A background in customer service, support roles, or community engagement.

Unique Challenges

* Emotional nature of the work (supporting families in crisis or grief).
* Varied tasks requiring a wide skill set—from manual work to admin to interpersonal support.
* Being the only staff member on-site at times (necessitates maturity and independence).
* Balancing empathy with rule enforcement and operational efficiency.

Application Advice (if applicable):

If you're applying:

* Show compassion and professionalism in your tone.
* Highlight experience working with vulnerable populations.
* Emphasize multi-tasking skills and being a self-starter.
* Provide examples of handling emergencies, housekeeping duties, or volunteer coordination.
* Demonstrate confidentiality awareness and understanding of data protection.