

House Manager Job Description

JOB TITLE: House Manager

GRADE: 2

REPORTS TO: Area Manager

McCarthy & Stone Retirement Lifestyles Ltd (MSRL) exists to 'enhance the quality of people's lives in Retirement'. MSMS provides Lifestyle and Estate Management services to MSRL's developments.

1. MAIN PURPOSE

The key purpose of the role is to enhance Homeowners' quality of life and enable them to maintain their independence by:

- Being available to all Homeowners and offer help, support and advice as necessary.
- Facilitating social interaction and helping Homeowners to enjoy their lives in retirement.
- Promoting good communications between the Homeowners and their families, MSRL, MSMS and our partners and suppliers who provide support and other services.
- Managing the development – the buildings, gardens and grounds - in an efficient and effective manner such that a safe, secure, well maintained and pleasant environment is provided for our Homeowners.
- Dealing with emergency situations as they arise in a professional way.

2. KEY RESPONSIBILITIES

2.1. EMPLOYEE KNOWLEDGE

- Be familiar with the policies and procedures as detailed on the intranet.
- Understand the relationship between MSRL and MSMS.
- Be familiar with MSRL's Customer Charter and Pride Values and actively consider how performance of the House Manager role can influence the Homeowners' and their families' experience of McCarthy & Stone.

2.2 INDUCTING/WELCOMING NEW HOMEOWNERS

- Attempt to foster relationship with Homeowner early on through a telephone call or inviting them to a coffee morning prior to their move in date to create a warm and welcoming service and deal with any pre-move in questions they may have.
- Try and be present when a new Homeowner moves in to welcome them to the development and their new home.
- Support company initiatives designed to enhance the customer experience during and following the move-in process.

- Ensure that the key Health & Safety issues are covered prior to or on the day of arrival by the Sales Consultant or other relevant person.
- Obtain from all Homeowners emergency contact details of family, GPs or other relevant people and keep up-to-date records of such contacts to be used in the event of an emergency.
- Induct new Homeowners (and if necessary a close family member) in the use of all services and equipment.
- In a positive and friendly manner ensure that all new Homeowners are aware of the rules and regulations applying to their apartment and the common parts.

2.3 ONGOING SUPPORT FOR HOMEOWNERS

- Maintain the highest levels of customer service by ensuring regular contact is maintained with Homeowners and be the go-to person when a Homeowner needs support. Understand the challenges people face with getting older.
- Ensure quality standards are maintained by carrying out and recording appropriate and timely checks in terms of the wellbeing of all Homeowners.
- Ensure that Homeowners' emergency contact details are kept up to date and that the central monitoring provider is provided with such updates in a timely manner.
- Ensure that Homeowners are trained in the use of any new services and equipment that are introduced in the development from time to time.
- Ensure Homeowners understand the level of support available from the House Manager, whilst adhering to Company Policies.
- Be alert to the needs of each Homeowner and take appropriate action to liaise with any relevant support providers such as GPs and other relevant local support and health services, whilst ensuring that the Homeowners' privacy and confidentiality are preserved.
- Promote wellbeing of Homeowners by facilitating the provision domestic support / assistance and care when appropriate / necessary. The House Manager should not provide nursing care.

2.4 DEVELOPMENT FACILITIES AND HEALTH & SAFETY MANAGEMENT

- Manage the development in accordance with the processes and procedures set out on the intranet.
- Follow Company Health and Safety Procedures at all times, ensuring you carry out a personal risk assessment before undertaking duties in the development.
- Be fully conversant with the full operation of the Tunstall Response System, including the warden call, the fire panel and the owner's apartment equipment, i.e. speech module, alarm, personal pendants. Also ensure the testing of this equipment.
- Communicate effectively with the Tunstall Response Operatives, ensuring they are kept up to date with details of the development and the Homeowner emergency contact details.
- Check that scheduled work and/or repairs have been carried out and advise the MSMS finance team accordingly so that payment may be effected.
- Assist with the reporting to Homeowners on an annual basis, or with such other frequency as may be required, on service charges and other relevant matters.

- Manage the car parking permit system and administration.
- Manage, keep clean and tidy the guest suite, including changing the bed linen. Collect monies for the guest suite use.

2.5 DEVELOPMENT SECURITY

- Take reasonable steps to ensure that communal doors and windows have not been left open or unlocked and that Homeowners are aware of the need for security.
- Ensure that master keys are left in the key safe for security and are never left unattended or given to anyone else, however plausible.

2.6 LIFESTYLES MANAGEMENT

- Carry out a full induction and 'getting to know you' meeting with each Homeowner shortly after moving in to identify their lifestyle ambitions and interests whilst living in the development.
- Encourage the formation of a Social Committee to arrange social events such as coffee mornings, events and clubs. Build and maintain a good community spirit and positive atmosphere for the entirety of the customer journey. In the event that there is no Social Committee the House Manager will facilitate the organisation of coffee mornings, events and clubs, using volunteers to assist.
- Continue to establish and maintain local community links and ensure information is kept up to date and is readily available to Homeowners.
- Help to promote lifestyle products and services to Homeowners from time to time, as requested.

2.7 HOUSEKEEPING

- Present a highly organised office environment ensuring files and documentation are comprehensive and easily accessible whilst being secure.
- Use of the property management software to log defects, input charges and create purchase orders.
- Manage development keys, including Master Keys, in accordance with Company Policies.
- Ensure the communal areas, including the lounge, entrance area, car park and gardens, guest suite and laundry facilities are kept clean, tidy and presentable at all times.

2.8 SALES

- House Managers who commence employment prior to first occupations are required to support sales as outlined in appendix 1.
- Whilst there are unsold apartments in the development, the House Manager will be required to work with the sales team and help facilitate sales by being available on request and at reasonable notice to meet with prospective Homeowners and their families or other third parties to promote the lifestyle and management services that McCarthy & Stone Retirement Living offers and contribute to verifying the suitability of prospective Homeowners for a Retirement Living development.
- The House Manager will provide support with any re-sale of apartments in a similar capacity as providing support with first occupations.

- When requested, escort prospective Homeowners to view new pre-owned resale properties.
- Project a good Company and personal image at all times.
- Keep an up to date list of parties interested in purchasing re-sales properties.
- When requested, attend development sales, team and other meetings such as training sessions.

2.9 CONFIDENTIALITY

- Confidentiality is paramount and information which is known to a House Manager must never be disclosed to another Homeowner or third party. All confidential and/or sensitive information about Homeowners and their families must be kept secure, whether paper-based or electronic.

3. EDUCATION, QUALIFICATIONS AND EXPERIENCE

- A basic Criminal Records Bureau check is a pre-requisite for this role. A DBS check must be requested through Disclosure Scotland and will be reimbursed through expenses once the House Manager starts employment.
- There are no specific academic or vocational qualifications for the role of House Manager. However, good levels of verbal and numerical reasoning are a requirement of the job as the job holder must be able to communicate in a clear, accurate and concise manner, both verbally and in writing and be able to process figures and numerical data.
- Whilst previous experience as a House or Estate Manager is not required, previous exposure to a similar type of role within a customer service, hospitality or care environment would be a considerable advantage and is preferred.
- A good level of understanding of and familiarity with computer systems and programmes such as Microsoft Windows are pre-requisites. Training in the specific applications and systems will be provided.
- A first aid qualification is required. Training will be provided if the role holder does not have a first aid qualification or it has lapsed.

4. PERSONAL ATTRIBUTES

- Retirement Living Homeowners are all aged over 55 and most are significantly older, some with medical conditions or other personal difficulties. It is vital that they are treated in a sensitive, caring and diplomatic manner at all times. House Managers must therefore have excellent communication skills and patience.
- Homeowners' families and other close contacts are also key contact points for the House Manager. They must also be treated with sensitivity and diplomacy whilst ensuring that they understand the boundaries of the House Manager role.
- Must be able to communicate effectively with people from all types of backgrounds as the House Manager will be required to liaise with Homeowners, their families, colleagues, health care providers, suppliers and trades people on a regular basis.
- Must have excellent organisational skills to enable them to manage the development efficiently and support the Homeowners to the required standards.
- Must treat the development as if it were their own and be as proud and passionate about the wellbeing of Homeowners as they are about setting high standards for the presentation and maintenance of the development itself.

- House Managers are not required, and nor should they seek, to provide nursing and/or personal care services to Homeowners. Their role is to liaise with care providers, family and/or medical advisors to ensure that the appropriate care is provided from the appropriate source(s) rather than to provide care and services themselves.
- House Managers must be smart and well presented at all times.

5. CONDITIONS OF WORK

- The House Manager's hours of work will depend upon the size and nature of the development. Precise hours of work will be notified in the terms and conditions of employment.
- It is expected that the House Manager may be required to work extra hours during evenings and at weekends from time to time in order to fulfil his/her duties. This may include attendance at meetings, official functions and PR/sales activities. Time off in lieu will normally be offered in respect of such additional hours worked.
- The House Manager may be requested to attend site out of hours in emergency situations.

APPENDIX 1 – 6/8 week INDUCTION AND SALES SUPPORT

These duties outline what is required of the House Manager during the 8 week induction period prior to first occupations and should be read in conjunction with the House Manager Job Description. The key purpose during the 8 week induction period is to provide additional support and assistance to sales prior to first occupations.

Please note - Whilst there will be a need to support sales in a general sense going forward as outlined below, once first occupations have taken place the focus will change to assisting sales on an as and when basis rather than a full commitment basis, which is the case during the period prior to first occupations.

SUPPORT SALES

1. WELCOME PROSPECTIVE HOMEOWNERS

Be present to welcome prospective Homeowners to the development and their new home.

- **Show prospective Homeowners for the 2nd, 3rd, 4th visit around the development and their apartment to enable them to measure up for curtains, carpets, choose kitchen equipment or show family members around the development.**
- **Highlight the features and benefits of the development to prospective Homeowners.**
- **Make teas and coffees for visitors and guests.**
- **The week before the Homeowner moves in meet with them to explain how to use the equipment in their apartment and complete the necessary paperwork.**
- **Just before the Homeowner moves in check the apartment to ensure everything is working i.e. batteries in door, heating works etc...**

2. COMMUNITY LINKS

Assist sales with establishing local links to the community by building on the existing community plan.

- **Assist with any sales events, sparkling openings or coffee mornings for prospective buyers that are taking place on the development.**
- **Promote the development in the local community by taking out leaflets and building contacts with the local services i.e. police, fire brigade, doctors, church, local newsagent, butcher, baker etc...**
- **Collect leaflets and literature from local providers i.e. mobile hairdressers, chiropody, takeaway menus**
- **Source local contractors and obtain quotes for cleaner, gardener and window cleaner.**

3. DEVELOPMENT PRESENTATION

Support sales to ensure the communal areas, including the lounge, guest suite and laundry facilities are kept clean, tidy and presentable at all times.

ADDITIONAL DUTIES

4. HEALTH AND SAFETY & DEVELOPMENT SECURITY

Be aware of health and safety matters when walking the development and ensure the development is secure at all times, especially when leaving at the end of the day.

- Take reasonable steps to ensure that communal doors and windows have not been left open or unlocked.
- Ensure that master keys are left in the key safe for security and are never left unattended or given to anyone else, however plausible.
- Liaise with sales to report any potential health and safety issues.
- Schedule a visit with the local fire brigade in order that they can meet Homeowners at a coffee morning and familiarise themselves with the development.

5. OFFICE SET UP

Establish office processes and familiarise yourself with company procedures.

- Set up office equipment and supplies in an organised manner.
- Establish a filing process for keeping manual and electronic records in your office.
- Notices to be pinned where appropriate.
- Familiarise with policies, procedures and relevant documentation.