

JOB DESCRIPTION

JOB TITLE:

ASSISTANT MANAGER

Your name:

Your place of work:

STRATHCLYDE HOUSE APARTMENTS

Pilgrims' Friend Society (PFS) is a Registered Charity which has been providing Christian care and support for over 200 years. Our Christian ethos remains central to everything we plan and do, and all our senior staff are committed Christians.

It is a fundamental principle of the Society that your workplace should be an expression of committed Christian support. It is expected that all staff will commit to avoiding doing anything whilst at work that would undermine this expression and ethos.

We are seeking dedicated individuals who are passionate about providing holistic support to our residents at Pilgrims' Friend Society. As an integral part of our team, you will play a crucial role in ensuring the well-being and happiness of our residents. We want to engage with the communities and churches around our homes to their benefit as we share our resources and to our benefit as we recruit volunteers who add so much to the quality of what we do.

PFS took over Strathclyde House in June 2019 and is the charity's first venture in Scotland. It is an independent living Housing Scheme for people over the age 50 years, on the shores of the Firth of Clyde. It contains 56 apartments (a mix of 1 and 2 bedroom and studios), 5 en-suite guest rooms and a large communal lounge. The Clyde Kitchen, a large restaurant overlooking the Clyde, serves both occupants and the general public and is managed by an external company. Below are the key expectations for this role:

1. THE MAIN PURPOSES OF YOUR JOB ARE:

The Assistant Manager's job is to take an active lead in promoting the dual aims of the Society within the Scheme.

These aims include:

- Supporting the occupants, by providing a loving and caring environment and maintaining the Christian ethos that is so important to them.
- Providing a working environment where each member of staff feels that they are part of the team, with something to contribute and with the opportunity to develop their personal skills.

Your job can be summarised under four main headings:

- Assisting the management of the Scheme, to provide the highest standard of support to occupants
- Assisting the Scheme Manager to ensure the staff provide the highest standard of service.
- Assisting the Scheme Manager with the staffing and administration of the Scheme.
- Exercising leadership in the pastoral and spiritual life for occupants and staff.

2. WHERE YOU FIT IN TO THE TEAM:

You are responsible to the Scheme Manager.

3. YOUR MAIN JOB DUTIES ARE:

STAFF

1. Providing management cover for the Scheme as agreed with PFS and the management team, taking a share of on-call cover on rotation with other members of the management team. In conjunction with the Scheme Manager, supervising the maintenance officer in the scheme, including maintenance of buildings, grounds, furnishings, and installations, to ensure that work is carried out to the required standard and following through as appropriate. The Society's Head Office Team are on hand to assist and advise with technical and specialist aspects of these matters.
2. Assisting with the recruitment, management, and development of staff in line with the Society's personnel policies.
3. Supporting and/or facilitating staff induction and training, in accordance with your identified areas of responsibility.
4. Covering for the Scheme Manager when he/she is absent.

ADMINISTRATION

5. Maintaining Scheme records and administration including financial procedures required by the Society and to comply with relevant legislation.
6. Answering the telephone and dealing with all general enquiries.
7. Ordering of supplies and handling deliveries, as necessary.
8. Administering receipt, authorisation, and processing of supplier invoices.
9. Maintaining and administering credit card and petty cash transactions on behalf of SHA; overseeing cash handling and transactions
10. Liaising with Property Services; supporting/overseeing projects as required
11. Assisting the Scheme Manager with Health & Safety including management systems, audits, and relevant action plans.
12. Working with the finance team in the management of tenancy fees, service, and other charges, in accordance with the Society's policies and as required by the Scheme Manager.
13. Supporting Quality Assurance within the Scheme, in line with Society policy; monitoring quality and developing and implementing action plans.
14. Supporting Equality, Diversity, and Inclusion to ensure that the Society's policy is adhered to at all times.
15. Assisting with agreed aspects of the Marketing Development Plan, including Facebook, PFS website, Donorfy, newsletters etc.
16. Carrying out the duties of 'responsible officer' for the Scheme when you are in charge, as required under Health and Safety, Public Health and Fire Safety Regulations.
17. Complying with current legislation and requirements of relevant authorities (Health & Safety, Fire and Rescue Service, Environmental Health Agencies, etc), with the help, advice, and support of the Society's Safety Advisor and/or Health & Safety Consultants.
18. Being present at inspection visits of external bodies, as required, and actioning any requirements in conjunction with the Scheme Manager.
19. Taking an active part in developing the role of the Assistant Manager in conjunction with the Scheme Manager, for the good of the Scheme and the Society as a whole.

OCCUPANTS/COMMUNITY ENGAGEMENT

20. Promoting the Society and the Scheme to maximise occupancy, sales and rents and ensuring that contacts and enquiries are followed through and progressed towards occupancy as far as reasonably possible.
21. Administering occupant applications and moving in procedures, in accordance with the Applications and Allocation Policy, in conjunction with the Scheme Manager.
22. Co-ordinating and overseeing the sale of apartments, including the handling of enquiries, viewings, and allocations, as well as referral to the appropriate legal agents for handling of the sale process.
23. Keeping all occupant records up to date, as appropriate.
24. Being aware of the well-being of the occupants and responding, as necessary.

25. Investigating complaints from occupants and/or relatives, in accordance with Society policy, in liaison with the Scheme Manager.
26. Liaising with the Chaplain/volunteers as necessary and appropriate.
27. Assisting with and/or supporting the organisation of social and recreational arrangements for the House, as required.
28. Supporting the Scheme Manager as they work closely with the owner/chef of the company that operates The Clyde Kitchen to ensure that it aligns with the Pilgrims' Friend Society values.

VISITORS

In conjunction with the Scheme Manager:

29. Providing excellent customer care, ensuring that telephone calls and general enquiries are dealt with in a friendly, efficient, and professional manner.
30. Management of the guest rooms, including maintaining the diary, ensuring guest rooms are ready to use (this may include cleaning/preparation), welcoming guests, invoicing and collection of monies.

OTHER

31. Attendance at Society meetings and functions, including Regional meetings, Annual Meetings, conferences, and other meetings when appropriate and/or when invited.
32. You are also expected to further your own knowledge and development through attendance at training and development sessions provided or facilitated by the Society.
33. In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your Manager from time to time that are within your capabilities.