



JOB TITLE **House Manager**

DEPARTMENT **Peverel Retirement**

1. MAIN PURPOSE OF JOB

To provide an efficient and professional service; helping to create a warm, friendly and courteous environment to the standards of performance set by Peverel Retirement to maintain its position as the leading manager of retirement housing and related services in England, Wales and Scotland.

2. POSITION IN ORGANISATION

Reports to the Area Manager.

3. SCOPE OF JOB

Responsible for adhering to the Company standards as laid out in the House Managers Manual by:

- **The Residents**
 - Undertaking daily checks of Residents
 - Being available for Residents during duty hours and being available in the office for specific periods each day; where possible be present for new Residents moving in to welcome and help them settle in
 - Taking action in the event of an emergency and calling the appropriate authorities where necessary
- **The Building**
 - Carrying out daily checks ensuring the building; communal areas, garden and grounds are cleaned, maintained and secure to the highest standards
 - Having a full understanding of the different types of equipment on site, by being able to use and advise on how to operate
 - Ensuring all equipment is fully operational, regularly serviced and maintained
- **Communication**
 - Keeping communication friendly, open and professional at all times, ensuring next of kin are aware of any concerns as appropriate
 - Conducting regular Coffee Mornings
 - Encouraging and supporting the formation of a Residents' Association and Social Committee.
 - Liaising and maintaining links with local authorities; Doctors, Social Workers, Health Authority etc

- Keeping notice boards up to date
- **Administration**
 - Maintaining a daily diary of events on the development
 - Maintaining accurate records and carrying out all administration tasks as set out in the House Managers Manual
- **Financial**
 - Maintaining the invoice log
 - Collecting monies in respect of any development bookings or service charges and banked in line with Company Policy
- **Sales & Re-sales**
 - Familiarising yourself with and promoting Retirement Homeseach; escorting prospective purchasers, to view properties and notifying the office where there is doubt with regards suitability
 - Assisting the developer as requested in the promotion of units for sale and promotional activities
- **Legal & Leasehold**
 - Informing your Area Manager of any breaches of rules and regulations as contained in the lease and any tenancy changes.
 - Fulfilling landlord statutory obligations.
- **Health & Safety**
 - Working with your Area Manager to undertake risk assessments for Health & Safety.

4. AREAS OF RESPONSIBILITY / ACCOUNTABILITY

- Petty Cash
- Placing works orders
- Authorise expenditure in line with Company Policy
- Health and Safety

5. KEY INTERFACES

Landlords/Developers
 Internal departments/businesses
 External businesses
 Professional organisations
 Residents/customers

Note: No job description can be entirely comprehensive and the job holder will be expected to carry out other duties as may be requested from time to time which are broadly consistent with the job description.