

JOB DESCRIPTION

JOB TITLE: Estate Manager

COMPANY: Assisted Living

1. MAIN PURPOSE OF THE JOB

To effectively and professionally manage the development and its staff while providing a safe, secure and well maintained environment to residents as befits the leading manager of retirement housing and related services in Great Britain. To enhance residents' quality of life, by helping to create a warm and friendly environment and by taking as much hassle away from residents as possible, through the fulfilment of the Estate Management duties.

Please note that neither the Estate Manager, nor any other staff employed by the Peverel Group is required to provide nursing and/or personal care.

2. POSITION IN ORGANISATION

Reports to the Area Manager.

3. SCOPE OF JOB

At all times to present a friendly, helpful and approachable image, to promote good communications between all parties and all those with whom the Manager has to deal with when carrying out the management duties.

To maintain a high profile on the development at all times during working hours.

As far as possible, to be present when a new resident moves in order to welcome them to the development and to help them settle in.

To have a thorough understanding of how the call system, door entry, security system, heaters, white goods, showers and water heaters etc operate and advise all residents as soon as possible after occupation and subsequently if necessary, how to operate/use this equipment.

To monitor and record the well being of every resident on a daily basis.

To establish friendly communications with residents, offering advice on problems when required, ensuring next of kin are informed of any problems where appropriate.

To visit any resident who has been unwell or has just come out of hospital on a regular basis, unless requested not to.

When on duty be alert to the needs of each resident and take appropriate action to ensure any support required. Available to give general assistance in cases of accident or illness until the emergency, statutory, voluntary service, or relatives are able to respond and assist.

To take immediate action in the event of an absolute emergency summoning assistance from the appropriate authority when necessary during duty hours and outside of duty hours.

Encourage the formation of a Social Committee. In the early days of a new development before a social committee is established, help residents arrange events that allow them to get to know one another and to foster a good community spirit and positive atmosphere.

To establish and maintain good communication and working relationship with GPs and local caring service agencies/health service personnel.

To ensure that the residents are aware of the need for security, that no unannounced visitors other than the regular trades people gain access to the building, that all confidential information is kept secure and that the master keys are never left unattended.

To ensure that the building is secure and that communal doors and windows have not been inadvertently left open.

To ensure the efficient operation of services and equipment such as the communication system, fire alarm system, fire appliances, lifts, etc, recording regular routine maintenance inspections and arranging for regular fire tests to be carried out in accordance with company procedure.

Regularly check and ensure that lighting standards are maintained and that ambient temperatures in the communal areas are properly regulated.

To call out and oversee the work of trades people carrying out repairs within the limits of delegated authority and to authorise payments of such work when satisfied.

To ensure the communal areas of the building, the garden and grounds, are cleaned and maintained including where necessary removing litter and leaves from the main entrance, its immediate surrounding area and pedestrian access to it. Keep laundry, guest suite and communal areas clean and tidy as necessary between regular cleaning days.

To exercise control over the use of communal facilities such as laundry, car park, lounge, guest suite, restaurant, commercial kitchen, staff areas. No rotas to be put in place for the laundry and no allocated parking spaces are to be agreed.

To arrange cover for days off, holidays and illness where necessary ensuring, in conjunction with the Area Manager, that the person covering meets the requirements of this job description.

To complete your continuous professional development training log and attend all training events/meetings as directed by your Area Manager and Personnel.

To inform the Group Marketing Department of any potential situation that may have an adverse affect on the Company's reputation or a negative effect on the general atmosphere of the development being experienced by residents.

To inform the Area Manager of all breaches of rules and regulations as contained within the lease and any changes in tenancy.

The Manager should recognise the issues which communal living can create:

Residents may be reluctant to raise nuisance matters with their neighbour e.g. noise, conflicting use of facilities etc. You may be required to act as mediator to avoid unnecessary ill feeling.

Physical handicaps will require a diplomatic approach, and residents who are experiencing difficulties may need guidance in finding the necessary help to maintain their independence for as long as possible or practical.

Proper investigations into information acquired should be undertaken and no action must be taken on hearsay. Confidentiality is paramount and information about an individual resident should on no account be conveyed to another.

Communication within a communal environment need to be carefully considered; only factual information should be given and personal opinions and views should be avoided.

Any contact made by a resident during your time off should be dealt with tact and diplomacy.

To inform the Area Manager and Careline of any relevant changes.

To collect and ensure that collected monies in respect of bookings for the guest suite, communal lounge or service charges are banked as soon as practicably possible.

To manage the car parking permit system and administration (if appropriate).

To carry out all administration duties associated with the management and payment of staff.

To oversee the quality of housekeeping and catering services onsite, and ensure that any issues are dealt with promptly and efficiently.

To ensure vacancies are filled in a timely manner, recruiting quality staff within Peverel Policy and legislation

To support and manage the performance of all other Peverel-employed staff at the development.

To identify training needs of these staff, and evaluate training carried out to meet those needs.

To dress cleanly and smartly when on duty to present a professional and business like image.

To familiarise yourself with, and promote, Retirement Homesearch; escorting prospective purchasers to view resale properties for sale and notifying the office should the personal condition of a purchaser give rise to doubt with regard/ to their suitability to reside on the development.

4. AREAS OF RESPONSIBILITY / ACCOUNTABILITY

- Budget / Financial Responsibility
- Management / responsibility for resources, people and equipment
- H&S on each development

5. KEY INTERFACES

- Regional Estates staff, Accounts Administration Department, Personnel, Payroll and Training Department, Retirement Homeseach, Careline (Cirrus Communications), Marketing Department and other House Staff
- Residents / Customers
- If site is new, must ensure a close working relationship with the Developer of the scheme, and will be expected to liaise with the Sales, Site and Customer Services Departments working in the scheme.