

JOB DESCRIPTION:

DUTY MANAGER - FRIARY MEADOW (EXTRA CARE, RETIREMENT VILLAGE)

PLACE OF EMPLOYMENT: Friary Meadow, Titchfield

JOB TITLE: Duty Manager, Friary Meadow

EMPLOYER: Friary Meadow Ltd

REPORTING TO: General Manager, Friary Meadow

Friary Meadow is a development of luxury retirement properties. On site services include personal care and catering. Property owners live independently in private properties but additional services, such as help with washing, dressing, cleaning and laundry are available to help them do so.

The communal areas of the development are intended to encourage property owners to socialise but there is no compulsion for them to do so. Appropriate events and entertainment will be organised in these areas in line with the wishes of property owners.

Whilst the properties are private dwellings it is intended that the ambiance of the communal spaces should be that of a good quality hotel with hospitality in line with that vision.

The care and wellbeing of the people who live at Friary Meadow is tantamount and is the primary responsibility of the post holder whilst they are on duty. The post holder is also responsible for supporting the General Manager in ensuring that the estate is managed in the best interests of the property owners and for the good order, reputation and ambiance of the development.

Duty Managers work on shifts (including night shifts) and are required to act in lieu of the General Manager and when he/she is absent. Duty Managers work all days of the week and public holidays.

The company operates a 3 shift working pattern for Duty Managers and the hours of working will be according to the shift rota arrangements which are:

Shift 1: Hours 07.00 – 15.30 hrs

Shift 2: Hours 15.00 – 23.30 hrs

Shift 3: Hours 23.00 – 07.30 hrs

Shifts rotate on a 25 day cycle, and each 25 days includes 5 days shift 1, 5 days shift 2 and 5 days shift 3 with 10 break days.

The Company reserves the right to change start and finish times and the days upon which the postholder works.

Core competencies:

As well as the task specific competencies needed to deliver the responsibilities described below the post holder is expected to be flexible and helpful, responsive to requests from owners and the managing agent and be caring and have a friendly and approachable demeanour.

Key responsibilities of the post holder:

Supervision and deployment of housekeeping assistants

Duty Managers supervise the work of housekeeping assistants / carers during their shift, ensuring that high standards are maintained and policies followed and must keep records of hours worked.

Duty Managers assist the General Manager in appraising the work of housekeeping assistants / carers and cooks and for offering them help and support with the tasks delegated to them.

The team of Duty Managers will work shifts organised to ensure that there is always at least one duty manager on the premises, 24 hours every day. It will be the responsibility of the General Manager in conjunction with the Duty Managers to devise appropriate rotas for active duty and all members of the Duty Manager team are required to participate in the rota and each take their turn at each shift.

Each of the Duty Managers may also have day-to-day responsibility for a particular area of work, e.g. catering, work rotas, time sheets, invoicing and cash administration, stocks, flowers etc under the supervision of the General Manager.

Housekeeping assistance

The service arrangements guarantee that each of the owners of properties will have a minimum of 1.5 hours help from a housekeeping assistant each week in their own home but there is also provision for additional time to be allocated towards the cleaning of the communal areas or to other activities in the communal areas.

The General Manager will establish the precise nature of the tasks to be undertaken by members of the Housekeeping team for each Owner, in consultation with the Owner, and keep these arrangements under review. It is the Duty Manager's responsibility to ensure that those of these tasks that fall within the Duty Manager's work shifts are fulfilled.

Contractor services

It is also the responsibility of the Duty Manager to liaise with contracted services such as the facilities management team, gardeners and window cleaners to ensure that they make the maximum contribution to the amenities of the Court.

Food

Catering is an extremely important aspect of life at the Friary Meadow and the Duty Managers are expected to promote and encourage this.

The Duty Managers will assist the General Manager in ensuring that good quality, interesting food is available and that nutritional standards are kept high. Where necessary, Duty Managers will ensure that arrangements to meet a resident's special dietary needs are appropriate and in place and support residents with eating as required.

The Duty Managers are responsible for keeping accounts of payments received and expenditure incurred during their shift.

It is essential that the highest standards of presentation are achieved both in the dining room, for main meals, and in the lounge, where morning coffee and afternoon tea are served and Duty Managers will oversee those events that occur during their shifts.

The Duty Managers on duty will be expected to be in the dining room for all meals to ensure standards are maintained.

Amenities

As well as services, the Duty Managers will also be responsible for amenities. The lounge, for instance, must always look attractive with flower arrangements, decorations, etc.

As many of the Owners will be in frail health and some are disabled, good liaison with the Health Service is vital. Owners will have their own GP's but as well as a good working relationship with the doctors, the Duty Managers must also liaise with the community nurses, community psychiatric nurses, chiropodists, bath attendants and social services.

Arrangements may need to be made for the collection of prescriptions.

Shopping is an obvious problem for many Owners and Duty Managers will assist with this as required.

Social life

Many of the Owners will have had their social life curtailed by their increasing frailty and it is the General Managers' job to ensure that they have the opportunity to widen their horizons as much as they wish. Duty Managers will contribute as required to these activities.

Relationships with owners

Like any other group of people, the residents will have a range of personal problems and the Duty Managers will be expected to develop a relationship and a rapport with each one. It is the Duty Managers' responsibility to ensure that appropriate relationships are maintained between staff and residents.

Acting in place of the Manager

Whilst on duty the Duty Manager has responsibility for the standard of services and safe operation of the development. This includes compliance with all policies and dealing with emergencies. The Duty Manager should, therefore, be familiar with all policies and emergency procedures.

For significant parts of a shift the Duty Manager will be working alone and will be the highest ranked member of staff. He/she must respond to emergencies calmly, appropriately and always in line with policy.

The Duty Manager will also assist with the resale of properties by arranging to show interested parties around the development and ensure empty properties are ready for viewing

General:

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in the light of changing demands and priorities. Substantial changes in the range of work undertaken will be carried out in consultation with the postholder.

Work at all times must be in accordance with Company policy and the post holder must ensure all other staff do likewise.

In addition to the duties stated, the post holder will undertake other such duties as may be required by Friary Meadow Ltd and Oak Retirement Ltd

The post holder will maintain a professional and hygienic appearance at all times and work in line with the policy on Infection Prevention and Control. The post holder must also comply with any uniform code that is in place.

Equal Opportunities and Respectfulness

Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

The post holder must at all times be respectful to the residents both in their company and in their absence and ensure all staff do likewise.

Confidentiality

The General Data Protection Regulation (GDPR) which came into force on 25 May 2018 and the Data Protection Act (DPA) 2018 place strict controls over how private information is to be used. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution or an action for civil damages in addition to any disciplinary action which might include dismissal. The post holder will be receipt of private information about residents and will respect that privacy at all times.

Health and Safety

It is the duty of every employee, under the provisions contained in the Health & Safety at Work Act 1974, to adhere to the employer's Health and Safety policies and to ensure that they:

1. Take reasonable care of themselves and for others at work.
2. Co-operate with the Company, as far as necessary, to enable them carry out their legal duty.
3. Do not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
4. Report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to Oak Retirement Ltd.

A copy of the current Health and Safety Manual will be kept at the development.

Disclosure and Barring Services (DBS) and Adult First Check

The post holder will be subject to an Enhanced Certificate from the Disclosure & Barring Service. This will also include a DBS Adult First Check. All offers of employment are subject to the completion of satisfactory checks. Such checks will continue to be made throughout the post holder's employment in line with statutory requirements.

Behaviour

All staff are required to behave professionally at all times. If a staff member has any concerns about the operation of the facility or about their personal employment circumstances they are free to raise these with their supervisors, the on-site management team or the managing agent. They are not, however, to discuss them with property owners or residents or ask owners or residents for support or advice.

Training

The post holder will be required to attend meetings, training courses and follow-up refresher courses as required.

Gifts and gratuities

In order to ensure residents are not exploited all staff, including the post holder, are forbidden from receiving gifts and gratuities from residents, accepting loans from residents or from trading with residents. Nor may any member of staff accept legacies from residents. Breaching this rule may lead to dismissal.

February 2019