



Recruitment pack

Senior House Manager

About Jewish Blind & Disabled

We are the only Jewish charity dedicated to ensuring that neither physical disability nor impaired vision is allowed to become a barrier to maintaining one's independence and dignity. We provide developments of mobility apartments specially designed to enable people to do the everyday tasks that are key to living independently, in safety with their own front door. We have over 360 people living across our 7 developments with ages ranging from those in their 30's to over 100 years old.

Most of our tenants are not born with a disability, instead, at some point in their lives they face a diagnosis that will have a significant impact on their life from that time forward. We know that with the right facilities and support a disability does not have to mean a loss of vital independence and self-worth.

Each of our buildings has its own supportive Jewish community with our house managers being central to the building. Along with providing a 24/7 on call service 365 days a year, house managers keep a caring eye on our tenants, calling them, unless requested not to do so, every morning and evening to check that everything is ok.

We work in partnership with a wide range of local and communal organisations, social care and health providers to support our tenants to be active and supported members of their local community.

Community engagement is at the heart of all we do.

Over the past few years we have become acutely aware of the struggles that some people on our waiting list were facing in managing in their own home. In 2018, we established our Independent Living Advisory Service, a service that takes our expertise into people's own homes. The service both advises and funds the installation of vital aids and adaptations that can support individuals on our waiting list or those who want to remain in their own home to retain their much-prized independence.



Our Vision, Mission and Values

Jewish Blind & Disabled exists for Jewish people with physical disabilities and/or vision impairments aged 18 upwards to have access to housing and support so that they lead the best life they can; enabling independence, dignity and choice. This is achieved through our specially adapted mobility apartments located in our unique supportive developments or within their own home in the wider community. We are committed to develop to ensure we can meet the needs and increased demand from across the community.

We are a values led organisation. We are guided by our strong Jewish values. Our behaviours demonstrate how we live our values. We will use these behaviours to:

1. Ensure we recruit people who share our values and can demonstrate the behaviours we seek to encourage in our staff team
2. Measure performance and identify support and development needs of our staff
3. Outline our expectations for our staff, volunteers, contractors and others who interact with us. Central to this is our value of respect.

Our values

Truth and Integrity (EMET) Do what you are supposed to do. Be accountable. Be professional

Respect (KAVOD) Treat others with respect and dignity

Fairness (TZEDEK) Be fair. Be open-minded and listen

Kindness (CHESED) Show you care. Be compassionate and empathetic.



Role Specification - House Manager

Reporting to: Director of Housing Management & Community Services

Salary: £40,000-£42,500

Hours: 35 hours per week.

Full time hours - 35 hours per week, 9 am until 5.30 pm Monday - Thursday and 9am until 2 pm Fridays.

Role includes 1 x weekend in every 4 (weekend defined as 2 x nights and 2 x days).

Role also includes 2 other night shifts in 4 week period.

Holidays: 20 days per annum plus bank holidays and Jewish High Holy days. Pro rata for part time staff

Job Type: Permanent

Location: Mobile around JBD buildings as required - at least one day per week in main office in Mill Hill.

Purpose of role

The Senior House Managers will each directly line manage approximately half of JBD's team of resident and non-resident House Managers. Reporting to the Director of Housing Management & Community Services (DHMCS), they will take responsibility for developing the team and maintaining the high standards of customer care and building management that JBD deliver across our developments.



Key Tasks

1. Work with DHMCS and Head of Human Resources to recruit new team members when required – lead on shortlisting and interviewing.
2. Deliver full induction and training programme to new staff, and work with DHMCS to agree outcome of probationary period.
3. Deliver ongoing role-specific refresher training to all House Managers, either directly or by co-ordinating delivery of training with HR Assistant.
4. Deliver and record regular 1-1s with team members.
5. Work with DHMCS to agree, implement and maintain performance standards across the team.
6. As HomeMaster super user, use HomeMaster to ensure consistency of approach around tenant paperwork, repairs management, health and safety, etc.
7. Where performance is an issue, deliver a performance management programme to improve standards.
8. Support House Managers when line managing and recruiting cleaning staff in buildings.
9. Investigate formal complaints regarding team members at Stage 1 of JBD complaints process.
10. Ensure that relevant actions following annual health and safety audits are carried out.
11. Cover HR Assistant when absent to ensure rota is issued when needed and gaps in service covered promptly.
12. Work closely with the Head of Operations and Maintenance Team Administrator on any building maintenance issues.
13. Manage and order relevant stock in buildings (amie pendants, covid tests, stationery, refreshments, printer toners etc).
14. Work closely with Tenancy Support Advisor on tenancy concerns, in particular around safeguarding, ASB and domestic abuse.
15. To be available where possible if called upon out of hours by the Crisis Management Team.

General

1. Maintain strict confidentiality protocols as defined by JBD policies & procedures
2. To comply with the Health and Safety Policy and procedures and draw appropriate attention to any unsafe working practice/conditions.
3. To comply with the charity's code of practice to ensure that you act in a professional manner at all times which reflect the values of JBD.
4. To maintain standard of dress that is appropriate to role and in accordance with the charity's dress policy.
5. To adhere to JBD Data Protection and GDPR Policy and ensure that any breaches or concerns are reported to your line manager or to the Data Controller.
6. To attend regular meetings with line manager, regular team meetings (online and in the main office) and undertake relevant training as and when required.
7. To provide support to the marketing and fundraising teams regarding publications and social media.
8. To undertake any other duties within the remit of the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

Person Specification

Essential Qualifications:

- GCSE or equivalent Maths and English
- Management and/or housing qualification, or willingness to undertake one
- Full clean driving licence and access to car

Essential Experience:

- Experience of working on own initiative with minimum supervision
- Experience of line managing diverse and remote teams
- Experience of dealing with vulnerable tenants/customers
- Experience of dealing with sensitive and confidential information and situations

Essential Skills:

- Excellent interpersonal skills and proven ability to communicate effectively at all levels
- Ability to communicate well within a team and beyond, both verbally and in writing
- Ability to manage your time well and prioritise your workload to achieve targets while showing flexibility
- Ability to remain calm in crisis situations, and to multi-task and prioritise when dealing with rapidly changing situations
- Strong IT skills
- Strong written English
- Strong organisational skills
- Ability to maintain confidentiality
- Ability to maintain professional boundaries and demonstrate personal and professional integrity
- Demonstrate strong judgment and ability to lead by example
- Willingness to adapt and grow within role
- Willingness to embrace change, and lead team through change
- Commitment to providing high quality customer service and continuous improvement

Essential Criteria:

- The successful applicant will demonstrate a commitment to JBD's values:
 - Truth and integrity (EMET).
 - Respect (KAVOD).
 - Fairness (TZEDEK).
 - Kindness (CHESED).
- Willing to commit to JBD values
- Be empathetic and understanding
- Integrity
- Committed
- Motivated
- Perceptive
- Diplomatic

Desirable Criteria:

- Have a good understanding of the needs of people with disabilities
- Housing/Tenancy background
- Diplomatic



Terms and conditions of employment

DBS:	All posts are subject to an enhanced Disclosure and Barring Service (DBS) disclosure.
Probationary Period:	All posts are subject to a probationary period which may be extended if deemed necessary.
Working Hours:	Full time hours are 35 per week over 5 days. Our shifts are from 9 am to 5 pm each day. Nights and overtime day hours are available. We are able to offer flexible days across the week.
Annual Salary:	<p>Salaries are paid monthly in arrears on the last Friday of each month.</p> <p>Salaries are reviewed annually in January.</p> <p>JBD reserves the right to deduct from pay any amounts which are owed by you to the organisation, e.g. over payment of salary.</p>
Holiday Entitlement:	<p>Annual leave will be based on a full-time entitlement of 20 days' paid holiday and 8 Bank Holidays (pro-rata for part-time employees).</p> <p>The holiday year runs from the January to December. Holiday entitlement increases with length of service, rising by three days per annum after three years of completed service and a further two days after five years completed service up to 25 days (plus BH).</p>
Sickness:	Up to 1 years continuous service – SSP only (where applicable)
Pension and other benefits:	On successful completion of your probationary period, you will be eligible to join the company pension scheme and Health Cash Plan.

Terms and conditions of employment

Notice:	<p>Employees are required to give the following periods of notice:</p> <p>Under 1 month's service - nil</p> <p>During the probationary period (after 1 months' service) - 1 week</p> <p>On successful completion of your probationary period and thereafter - 1 month</p> <p>All notice must be in writing.</p>
Policies & Procedures:	<p>Jewish Blind & Disabled has a range of policies and procedures to support its staff in their work. These include Data Protection, Confidentiality, Health & Safety, Equal Opportunities, Grievance and Disciplinary Procedures. All employees are bound by JBD's policies and procedures.</p>
Additional Rules:	<p>Employees are required to disclose any other employment, which you undertake whilst in JBD's employment.</p>
Kosher Buildings:	<p>As JBD is a Jewish organisation there are certain rules regarding food that must not be contravened. For example, no meat, meat products, shell fish or certain other fish may be brought into office buildings and only Kosher products may be brought into residential buildings. During Passover leavened products are also excluded.</p>
Collective Agreements:	<p>These terms and conditions are not bound by any collective agreements.</p>

We can offer you:

- A friendly & supportive work team
- Training & development opportunities
- Competitive rates of pay which are reviewed regularly
- 4% employer pension contribution
- Flexible working opportunities
- Hospital Cash Plan
- Employee Assistance Programme offering 24/7, 365 days a year confidential support with personal legal and financial information and health advice across a range of medical and wellbeing issues
- 24/7, 365 days a year GP telephone helpline
- A range of discounts from major high street brands
- Cash staff referral scheme

Working for Jewish Blind & Disabled

Our staff surveys show that people enjoy working for Jewish Blind & Disabled:

96% of staff members said they were proud to work for Jewish Blind & Disabled in a recent staff survey

95% of staff members said their job is interesting and it challenges them

93% of staff members said their roles gives them a sense of self-fulfilment.



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