



Description for Assistant Manager (Operations & Facilities) in Avondale House, Newcastle

Background

Launchpad is a veterans' charity that started in August 2013 and its aim is to assist veterans, some of whom suffer from complex issues, make a successful transition from military life to civilian life within a 2-year period. Launchpad provides accommodation in refurbished old people's homes for the veterans in Speke House in Liverpool and Avondale House in Newcastle and works with dozens of other public, private and third party organisations to support the veterans. Each House has a staff of 3 or 4 people and this job description is for an Assistant Manager's post in Avondale House on the Byker Estate in Newcastle.

Role

The primary role of the Assistant Manager (Operations & Facilities) (AM(O&F)) is to support the Manager in maintaining the infrastructure and facilities of Avondale House. The House is leased from the Byker Community Trust (BCT) and responsibility for its maintenance is split between Launchpad and the BCT. Avondale House is a 31-bedroom building with communal areas and a variety of facilities for the residents, including recreation and training rooms, a kitchen, IT suite, laundry and garden. The AM (O&F) will also assist the Manager and Assistant Manager (Operations) (AM(O)) in devising and managing residents' transition plans to best effect and will occasionally be involved in community projects. The balance of work between Assistant Managers is the Manager's responsibility. It is a vitally important post as the incumbent motivates the residents to achieve good outcomes and the work is exciting, challenging and very rewarding.

Method

The AM(O&F) will sustain the fabric and facilities of Avondale House, to include maintenance, repairs, inventory and movements in and out of Avondale House. The incumbent will need to assess the state of the building and devise a repair and refurbishment schedule, as well as be able to react to emergency repairs. The AM(O&F) will liaise closely with residents to establish moving in and moving out arrangements, with the BCT to agree repair and maintenance responsibilities, and with other contractors to effect repairs and refurbishment. The AM(O&F) will keep asset registers and maintenance schedules, as well as deal with estimates for work and invoices.

The AM(O&F) will also work closely with the Manager and AM(O) to care for and mentor some of the residents. Each resident has a personal action plan, based on the Outcome Star Methodology, and each member of staff has responsibility to mentor a number of residents. The AM(O&F) must gain and sustain the trust of the residents and maximise engagement with them.

Location

Avondale House, 50 Raby Way, Byker, Newcastle Upon Tyne, NE6 2FR.

Remuneration

The salary for this post is £20,223 plus 2% pension contribution. Accommodation costs will be discussed at the interview.

Hours

We expect applicants to work for 37.5 per week, but sometimes to take out-of-hours actions to administer the House and its residents, as directed by the Manager. The AM(O&F) is expected to live in Avondale House and rental rates are competitive. Hours of work, living and working arrangements will be discussed at interview.

Holidays

You will be allowed to take 25 days holiday, as well as the 8 bank holidays.

Line Management

The AM(O&F)'s Line Manager is the Manager of the House.

Tasks

Facilities

- Care for the fabric of Avondale House, dealing with contractors as required.
- Production of maintenance and refurbishment schedules for management action.
- Be responsible for monitoring repairs, identifying resident damage and processing the repairs.
- Asset management.
- Oversee the move-in and move-out of residents.
- Oversee the provision and return of residents' furniture from specified provider or through benevolent funds.
- Provide access and ensure monitoring of the fire alarm, lift and water system; maintain them, as per programme.
- Oversee Health & Safety, including conducting fire risk assessments, carrying out fire alarm checks, responding to alarm calls, checking doors and other means of escape and being first aid trained.
- Ensure the garden, bin store and perimeter fence are kept safe and clean at all times.
- Oversee the security of the building, including making sure communal doors and windows are secure and that people book in and out, including the CCTV and lift systems.
- Manage all third party contractors associated with Avondale House.
- Arrange gardening and window cleaning services and monitoring service levels.
- Maintain infrastructure links with key partners and contractors.
- Be accountable and responsible for the use and upkeep of communal areas; arranging cleaning to all communal areas including corridors, stairwells, office, lounge, kitchen, IT suite, laundry, communal toilet areas, garages and stores.
- Account for Launchpad's property in Avondale House.
- Maintain monthly electricity meter reading log and monitor entry and departure electricity readings on individual flats, as necessary.
- Maintain check and monitor use of the minibus.

Operations

- Induct residents into the House on arrival (and meet and engage relatives, wherever possible), in conjunction with the Manager and other AMs.
- Develop and manage Personal Action Plans with individual residents, including creating and maintaining personal records, creating and managing the residents' Outcomes Stars, in conjunction with the Manager and AM(O).
- Encourage residents and record their development outcomes.
- Assist the Manager in preparing bi-weekly reports for the Trustees.
- Monitor compliance among residents with the Welfare to Work programme, addressing issues or circumstances that will avoid sanctions.

Essential Competencies & Qualifications

- Motivated self-starter with the enthusiasm and ability to empathise with the needs and challenges of residents.
- Leadership, judgement and a sense of responsibility.
- Ability to work cooperatively within an integrated team dedicated to achieving successful outcomes for the residents.
- Good level of oral, numerical and writing skills, coupled with a personable manner.
- Ability to influence and develop strong relationships with external organisations for the good of Launchpad's residents.
- Previous experience of maintaining premises and of managing buildings.
- Experience of administering cleaning and general maintenance contracts.
- Awareness of general Health & Safety legislation.
- Trustworthy, fair, honest and respectful.
- Strong organisational skills.
- Able to look objectively at a situation and suggest the best action, which is in the interest of both the resident and Launchpad.

Desirable Qualities & Qualifications

- Competent in the 'Outcomes Star' methodology and in preparing Personal Action Plans.
- Competent in utilising social media platforms such as Facebook and Twitter.
- Awareness of general Health & Safety legislation.
- Possessing standard DBS disclosure.
- Aware of the the Data Protection Act (1998) as laid down by the Information Commissioner's Office.
- Knowledge of benefits for employed and unemployed people.
- Experience of the military, especially Regimental Quartermaster functions.
- DBS clearance (will be undertaken in post if necessary).