

Hospital of St Mary the Virgin Almshouses Charity

Further particulars for the post of Manager (Part time)

1. This post will be available from July: at the moment there is a temporary manager in post.
2. The Hospital of St Mary the Virgin Almshouses Charity is a long-standing Newcastle charity which manages two groups of almshouses, at Rye Hill (next to Newcastle College) and Thomas Horsley House at Benwell. Both locations also provide shared communal facilities.
3. The charity provides sheltered accommodation at these two sites for 58 single males over the age of 50 who are inhabitants of the City of Newcastle upon Tyne, and, if accommodation is available, from other parts of Tyne and Wear, who are historically known as the “Brethren”. While residents are expected to be capable of independent living, some may from time to time require temporary, short-term support, either because of their health or becoming vulnerable.
4. **The Manager is the senior employee of the charity and takes the leading role in:**
 - all aspects of its management and administration, including supervision of its small staff;
 - setting and maintaining standards for the provision of accommodation and services for the Brethren;
 - making regular contact with the residents, ensuring that each has the facilities required for independent living, with the provision of various kinds of support as and when it might be required and that they follow the rules which are essential for such community living; and
 - liaising with the Charity’s Trustees, professional advisers and external agencies.
5. These duties therefore require an understanding of the issues surrounding the management of this type of accommodation and its residents, together with a wide range of relevant compliance issues relating to safeguarding, health and safety and the requirements of charity law.
6. **The duties of the Manager fall into three broad areas:**
 - dealing with **people**, including the Brethren and their relatives, the charity’s staff, its trustees and their professional advisers, various external agencies, contractors and suppliers;
 - **administration and financial management**, including all compliance issues; and
 - management of the **premises**.
7. **Dealing with people includes:**
 - vetting applications and interviewing potential residents;
 - fostering and maintaining positive relationships with all Brethren, including overseeing arrangements for various meetings and social occasions and ensuring that at all times they understand and follow the simple rules which ensure a harmonious community;
 - supporting residents in dealing with Universal Credit and other benefits;
 - appointing and managing the charity’s small staff (currently two wardens and three domestics) to ensure that they provide an appropriate service for the Brethren and work according to the charity’s policies and procedures;

- maintaining confidentiality regarding personal information relating to all residents, staff and Trustees;
- ensuring that there are resilience measures in place and dealing with any emergency situation which might arise;
- maintaining all relevant records relating to employees, including safeguarding records, salary payments, deductions for tax and pensions, etc., attendance and disciplinary records;
- liaising as necessary with the trustees, their Clerk and their professional advisers;
- liaising with the various agencies involved in supporting an organisation of this kind (e.g., social care and emergency services); and
- dealing with such problems and complaints as might arise from time to time.

8. Financial management based on IT systems (please see important note at the end of this section) includes:

- setting of budgets in liaison with trustees;
- budget control;
- collection and recording of weekly contributions from residents, including benefit payments;
- payment of all invoices and accounts on behalf of the charity;
- maintenance of the nominal ledger, cashflow and associated financial records;
- preparation of monthly reconciliation statements and quarterly financial reports for the trustees (and an ability to prepare draft accounts at the year-end for the auditors would be an asset);
- managing the charity's insurances;
- managing contractors and suppliers, ensuring best value in the procurement of goods and services for the charity, in particular with regard to energy supplies; and
- maintaining records of transactions and valuations for the charity's investments and liaising as necessary with the charity's investment managers (Brewin Dolphin).

Following the appointment of the Manager, it is the Trustees' intention to appoint a part-time Finance Assistant to deal with routine financial tasks; however, the Manager will retain overall responsibility for ensuring the effective management of the charity's finances.

9. Other administrative responsibilities include:

- ensuring that the charity has in place, keeps up to date and implements all statutory policies and procedures and good practice, including in particular:
 - Safeguarding and Disclosures
 - Fire, Health and Safety
 - Data Protection
 - Various policies relating to employees (Discipline, Grievance, Whistleblowing, etc.)
- following best practice by reference to organisations such as the Almshouse Association, various Government agencies and Newcastle City Council;
- preparing and keeping records of the licences whereby residents occupy the accommodation;
- dealing with all correspondence and telephone enquiries;
- updating and producing the "Information for Residents" handbook;
- updating the "Administrator's/Business Manager's Guide" and keeping a log/diary of all relevant events;
- regular liaison with the trustees, including:
 - attendance at meetings of the Trustees and their three committees (Finance and Fabric, Homes and Staffing and Management) as and when requested

- liaison with the Chair of Trustees and Clerk and with the committee Chairs to produce agendas, minutes papers and reports in connection with these meetings
- liaison with the trustees' professional advisers, including:
 - lawyers and clerk to the trustees (Mincoff)
 - accountants/auditors (Ryecroft Glenton)
 - investment managers (Brewin Dolphin)
 - property surveyors (Wakefield's)

10. Premises management includes:

- through the wardens and Domestic, ensuring that all the Charity's premises are kept in good order and at all times provide a safe and welcoming environment for residents, visitors and staff;
- additionally, carrying out a detailed annual check of all the charity's property and assets and maintaining a register of these assets, including all relevant details;
- arranging and keeping statutory and other records of inspections and maintenance, including:
 - gas installation tests
 - electrical installation
 - fire detection and emergency lighting system tests
 - Legionella and water quality tests
 - Portable Appliance Testing (PAT) records
 - asbestos and other hazardous materials
- maintaining records and reports relating to any accidents, incidents or near-misses regarding the above installations, including records for all alarm activations and fire evacuations (including practices). All accidents should be recorded in the Accident Book kept at each of the Charity's sites.
- liaising with the charity's property surveyors for the five-yearly survey of all premises and agreeing with the surveyors and trustees on any action which is identified as necessary;
- liaising with various contractors and suppliers with regard to the repair and maintenance of the premises;
- arranging an annual inspection of the premises by the Charity's Health and Safety Consultant and advising Trustees on the implementation of any recommendations arising from the inspection; and
- provision and updating of risk assessments for all the charity's activities, including an annual review of the fire risk assessments for all premises.

11. Person specification

The above duties and responsibilities require a sound knowledge of basic financial procedures, together with a good working knowledge and understanding of a wider range of human resources, premises and legal processes. The nature of the work also requires for some flexibility, as requirements and priorities may vary from time to time, and dealing with unscheduled problems and issues which may arise.

Key personal skills and attributes include:

- a commitment to supporting the Charity's aims and objectives;
- an understanding of the issues surrounding independent living in sheltered accommodation
- strong interpersonal skills for maintaining positive day-to-day relationships with residents, staff, visitors, Trustees, contractors and suppliers;
- strong organisational and communication skills, including an ability to communicate with a wide range of people;
- good written communication;

- maintaining confidentiality of personal and financial information;
- good organisational and planning skills;
- resourceful and self-motivated, with the ability to work alone or as part of a team;
- an ability and willingness to work flexibly;
- a good working knowledge of using IT systems and applications (e.g., Word, Excel, PowerPoint);
- using e-mail for regular communication;
- updating the Charity's website; and
- ideally, some knowledge of office software such as Sage.

Given the nature of the Charity's responsibilities, the Manager may from time to time be asked by Trustees to carry out reasonable additional duties

12. The key terms and conditions of employment include:

- starting in August, or at an earlier date by agreement;
- this is a permanent part-time post based on 22.5 hours per week;
- a minimum attendance of 3.5 hours per day Monday to Friday is required, with some flexibility to attend meetings, deal with unforeseen incidents, etc.;
- a salary of £22,230 based on 22.5 hours per week;
- auto-enrolment into a qualifying pension scheme;
- 27 days' annual leave, pro rata for hours worked plus Bank Holidays;
- to meet safeguarding requirements, the appointment is subject to:
 - receipt of a complete CV, with no gaps since leaving school, set out on the Charity's application form);
 - a satisfactory Enhanced DBS Disclosure (which the Charity will arrange);
 - two satisfactory references, at least one of which must be from the applicant's current or most recent employer; and
 - a satisfactory medical report.

13. The application form, and more information about the Charity is available on the website at <https://www.hsmtv.org/Vacancies>

14. Applications should be submitted electronically on the Charity's application form together with a supporting letter outlining what strengths the applicant would bring to the post, and sent to The Clerk to the Charity (Mr. Tim Gray) by email at tgray@mincoffs.co.uk to arrive not later than **10.00 a.m. on Monday 7 June**. For a confidential chat about the post, please call Tim Gray on 07934 858022