



Assistant House Manager

Contract: 22 hours per week, flexible days, permanent

About the role

We are looking for a well-organised and flexible person to join our team. We are a registered charity caring for the historic Grade 1 listed Sharpham House and Estate on the banks of the River Dart near to Totnes. At the heart of the Sharpham Trust ethos is our desire to build a more mindful, compassionate and environmentally sustainable world. We connect people with nature and foster mindfulness and well-being through our programme of retreats, mindfulness courses, public events, outdoor learning and the arts.

This role is vital to the effective and smooth running of the organisation. You will be responsible for managing the day to day operation of Sharpham House under the guidance of the House Manager, coordinating the team of housekeepers, cooks and caretaker. You will liaise closely with our retreat leaders and the staff of external groups who hire the facilities. The role will also be involved in the delivery of the limited number of weddings we host annually.

You will support the House Manager, which will include record keeping, responding to enquiries, overseeing staff, monitoring Health & Safety in the House, organising meetings, ordering provisions, liaising with the gardener and ensuring the smooth turnover of the house on changeover days.

This is a varied role, within a small team, in an organisation that has seen significant growth in the last three years and is looking to be more outward facing in the pursuit of its charitable objectives. There can be no better environment to work in than the one offered at Sharpham.

About you

This is a role for someone who is well organised with excellent communication skills and the ability to work on his or her own initiative, as part of a small team. You will have previous experience in a housekeeping role and able to manage multiple priorities and always achieve high standards. Flexibility and a sense of humour will be vital.

An interest in the Trust's charitable work and mindfulness would also be an advantage. Staff are able to access the Trust's programme of courses and retreats.

For this role you will need to be able to travel to Sharpham House which is not served by public transport.

Apply

To apply, please complete our application form attached and return to admin@sharphamtrust.org

Closing Date: 4th January 2022

Interviews: Week commencing 10th January 2022

Further Information

Please see our website for further information.

Informal Enquiries

Before submitting an application, you may wish to discuss the post further by contacting Denise Scribbins, 01803 732842



ASSISTANT HOUSE MANAGER - JOB DESCRIPTION

Job Title	Assistant House Manager (part-time)
Salary	£23,400 (£13,728 pro rata) + pension + holidays
Working Hours	22 hours per week
Working Pattern	Wednesday to Friday, plus a minimum of two weekends per month
Report to	House Manager
Supervision of	Housekeepers, Cooks
Main Purpose of the Role	
To work together with the House Manager to manage the use of the main House and Bathing House by residential groups and ensure the smooth running of activities including events, courses, meetings and weddings.	
Key Objectives and Responsibilities	
<ol style="list-style-type: none"> 1. <u>Oversee the visitor experience ensuring that users have a positive, safe, mindful and rewarding visit at Sharpham House</u> <ul style="list-style-type: none"> • Oversee the arrival of groups including the giving of orientation talk • Respond to any issues or complaints in a timely manner • Liaise with Trust staff and partners to ensure smooth running of retreats, events, open days • Liaise with the Caretaker on the preparation of the House before a retreat and report required repairs and maintenance in the relevant way • To create a good rapport with retreat leaders and external suppliers/caterers 2. <u>Manage staff of housekeepers and cooks whilst on duty and help out where necessary</u> <ul style="list-style-type: none"> • Manage staff using staff rota prepared by House Manager • Supervise and help with room changeovers, cleaning and mealtimes • Cover for staff sickness or absence • Manage the house kitchen to ensure food hygiene and safety procedures are followed at all times and help out in the kitchen when necessary • Liaise with Gardener on produce for the kitchen 3. <u>Help oversee weddings in the main house</u> <ul style="list-style-type: none"> • Liaise with the Caretaker on the preparation of the House before a wedding • Manage housekeepers preparing house before a wedding • Oversee facilities aspect of weddings on the day • Checking house following wedding 	

4. Oversee preparation of Bathing House holiday let

- Ensure property cleaned and prepped by housekeeper and caretaker
- Respond to any issues raised by guests

5. Supervise Health and Safety procedures in the Main House

- Help with updating risk assessments and ensuring staff follow agreed procedures at all times
- Full knowledge of the fire alarm system and the procedures to follow in an emergency
- Make sure food hygiene standards and safety procedures are always followed.

6. Other

- Cover House Manager when on leave
- Follow relevant Trust Health and Safety procedures at work
- Be one of the trained staff first aiders
- Work flexibly and support other areas within the Trust as required

Person Specification		
	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> • Food Hygiene • First Aid 	<ul style="list-style-type: none"> • Health & Safety • Hospitality Management • Personal Licence
EXPERIENCE	<ul style="list-style-type: none"> • Managing in a residential environment. • Operating a catering provision. • General Administration. 	<ul style="list-style-type: none"> • Event organisation • Mindfulness
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> • Catering skills • Customer Service skills • Staff line management • IT skills 	
OTHER	<ul style="list-style-type: none"> • Ability to use own initiative • understanding the need for clear verbal and written communication and co-ordination between departments • maintaining confidentiality where appropriate. • Must be willing to be hands on. 	
Hours/Shift Pattern:		
<p>The core days are Wednesday to Friday but this position includes some weekend working, it is estimated that this would be a minimum of two weekends per month (Saturday or Sunday) but actual days would vary.</p>		

AGREEMENT:

Job Holder's signature: _____

Date: _____

Director's signature: _____

Date: _____

OBLIGATIONS:

This job description is subject to the Policies and Procedures of the Sharpham Trust and all staff are required to acquaint themselves with those applicable to this post. This job description will be subject to review and amended to meet the changing needs of the Charitable Trust.

Under the Health & Safety at Work Act 1974, the Company has a duty to ensure as far as is reasonably practicable, the health, safety and welfare of all its employees. There is also a duty of care on all employees under the same legislation. There is a written statement on general policy regarding Health & Safety at work. Your attention is particularly drawn to this policy and you must make yourself aware of its contents.

This job description is subject to the Terms and Conditions of service of the Charitable Trust.