



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 gardeners 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 few 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 Dates: 9am, Monday 19th June 2023

Interviews: Week commencing 26th June 2023

Further Information

Please see our website for further information and to download the application form

Informal Enquiries

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

Job Desc - Assistant House Manager 202323/05/2023

ASSISTANT HOUSE MANAGER - JOB DESCRIPTION

Job Title	Assistant House Manager (part-time)
Salary	£25,272 (£14,826.24 pro rata) + pension + holidays
Working Hours	22 hours per week
Working Pattern	Wednesday to Sunday, flexible, to include a minimum of two weekend days per month plus cover where necessary on different days for the House Manager's Annual leave
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>When on duty 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"> • 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 House cooks about food ordering and supplies • 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. <u>Bathing House holiday let</u> <ul style="list-style-type: none"> • Ensure property cleaned and prepped by housekeeper and caretaker 	

- Make sure garden and outside is maintained by Caretaker/Garden staff
 - Replace any worn or broken equipment
 - Respond to any issues raised by guests
5. Supervise Health and Safety procedures in the Main House
- Follow risk assessments and ensure 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.
 - Control of recycling and food waste removal
6. Other
- 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	Food Hygiene First Aid Full driving licence	Health & Safety Personal licence
EXPERIENCE	Managing/deputising in a residential environment. Operating a catering provision. General Administration.	Event organisation
SKILLS AND KNOWLEDGE	Catering skills Customer Service skills Staff line management	IT skills
OTHER	Ability to use own initiative as well as understanding the need for clear verbal and written communication and co-ordination between departments whilst maintaining confidentiality where appropriate. Must be willing to be hands on.	
Hours/Shift Pattern:		
<p>The core days are Wednesday to Friday with ½ an hour unpaid lunch break.</p> <p>This position includes some weekend working, this would be a minimum of two weekends per month but actual days would vary.</p> <p>The Trust operates a Time Off in Lieu system. 145 hours holiday including bank holidays Pension Scheme – the Trust contributes 7% towards a staff pension scheme for eligible employees.</p>		

All staff members are expected to assist and contribute to the Trust's annual open days. This will be on a TOIL basis unless otherwise agreed.

- **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.