Age UK Bolton Enterprises Ltd

**Job Description**

**Job Title:** Home Services Manager

**Location:** The Square, Bolton town centre and other locations throughout the borough

**Reporting to:** Commercial Services Director

**Responsible for:** Home Services Assistants & Volunteers

**Salary:** £24,111.27per annum (pro rata)

**Hours of Work:** 25 hours per week

**Purpose of Job**

* Responsibility for the day to day operation and overall co-ordination and smooth running of Age UK Bolton Enterprises Ltd. (AUKBE Ltd) Home Services - Cleaning and Shopping Service, the business and home related services, ensuring the provision of a high standard of service, customer care, administration, financial and telephony services.
* Supervise, support and motivate Home Service staff (Home Service Assistants) in order to achieve the aims and objectives of AUKBE Ltd and be part of a dynamic team working to provide, flexible, reliable and high quality cleaning and shopping related services to older people in their homes.
* Ensure that the Home Services offered by AUKBE Ltd are delivered efficiently, effectively and professionally in line with company directives, budget, guidelines and standards.
* Actively and effectively promote the AUKBE Ltd Home Services - Cleaning and Shopping Service across Bolton.

**Main Duties and Responsibilities**

* Responsibility for the general organisational and operational management of the business and high quality standard of service delivery with appropriate prioritisation and scheduling of work.
* Ensure that the business operates within budget set by the Commercial Services Director; approved by the Company Directors and Trustees. And manage and monitor the day to day running costs and overall profitability of the company.
* Maintain up to date records using the Charitylog CRM, Roster and Call Round software facilities and all relevant databases, archiving and destruction systems for this service. Monitor and maintain the rota system ensuring adequate staffing levels at all time, including arranging cover for annual leave and sickness.
* Produce regular statistics and reports and other paperwork as necessary to inform the Commercial Services Director, Chief Executive, Company Board of Directors, Charity Board of Trustees and other interested parties

**Quality**

* Undertake line management responsibility of the Home Service Assistants and their induction, training, performance management and personal development in order to achieve the service standards, aims and objectives of the company. And to provide support and supervision to Home Service staff, including cover cleaning and shopping duties when required.
* Responsibility in the first instance for dealing with client enquiries, matching clients with Home Service Staff, recognising the needs of clients and dealing with customers particular difficulties, concerns or cause for complaint. Ensure that the service offered is sensitive and responsive in meeting the needs of our customers.
* Develop and maintain effective relationships with clients, their carers and other key individuals whilst ensuring the highest standard of person centred client services at all times.
* Responsibility for others and own health and safety and to ensure all risk assessments of relevant activities. To carry out home and risk assessments for potential new clients, in their homes and formalise the Home Service Agreement, service hours required plus pricing and payment arrangements.
* Review existing practices and implement improvements to ensure effective systems are in place, followed and regularly assess all aspects of the service. Responsibility for the ongoing monitoring and evaluation of the service with particular regard to quality standards, client experience and satisfaction.
* Demonstrate leadership by contributing toward continuous service improvement, adopting a positive approach to change and willingness to seek solutions to resolve day to day challenges of delivering effective services to older people.
* Work collaboratively with other team members, external professionals and other key stake holders to consistently deliver positive outcomes for those who use our services.

**Finance**

* To undertake the recording of activities, income and banking strictly adhering to security procedure and share responsibility for the accurate reconciliation and maintenance of financial records, ensuring AUKBE Ltd financial procedures are followed.

**Marketing & promotion**

* Proactively market and promote Home Services by developing opportunities to increase sales and raise awareness of this service and the range of community services offered by Age UK Bolton and its partners where appropriate.
* Support promotional events, fundraising and other income generation events as deemed appropriate by the Commercial Services Director and Chief Executive.
* Ensure all documents and printed materials that are produced for internal and external purposes are compliant with AUKBE Ltd policies and procedures and Age UK Brand Guidelines.

**Additional Responsibilities**

* To work flexibly, if necessary to meet service requirements.
* Attend supervision, relevant training courses, meetings and conferences as required by your line manager.
* To work within national and local Safeguarding protocol to ensure the safety of our clients plus adherence to the strictest infection control procedures.
* Ensure all client details remain confidential, not disclosed to other agencies or, when necessary, consent to store and share agreed and obtained as a per General Data Protection Compliance (GDPR) procedure 25 May 2018.
* Other duties as directed from time to time by the Commercial Services Director and Chief Executive which are consistent and commensurate with the responsibilities of the post.
* Comply with all AUKB Enterprises Ltd. and Age UK Bolton’s policies and procedures and Quality standards and adherence to good practice guidance at all times.

Age UK Bolton Enterprises Ltd

**Person Specification**

The following requirements will be assessed from a combination of information provided from the application form, panel interview process and references.

**Essential Criteria Assessment method**

**Knowledge & skills**

Strong relationship building, management, supervisory Application/interview

or team leadership skills

Excellent verbal and written communication skills Application/interview

Excellent organisational and prioritisation skills Application/interview

Understanding of and empathy with the issues affecting Application/interview

older people

Record keeping, both electronic and paper as required Application/interview

IT literate with good keyboard and data entry skills Application/interview

Competent in using databases Application/interview

Experience of creating and managing rotas Application/interview

Complaints handling and strong customer care Application/interview

Proven record of punctuality and reliability Application/interview

Team working skills to be able to lead and work as part Application/interview

of a team

Demonstrable commitment to Equalities Application/interview

**Experience & qualifications**

Good general standard of education Application

Service and/or activities co-ordination, Application/Interview

client service or delivery

Experience of managing/supervising Application/Interview

and developing staff and or volunteers

**Work related circumstances**

Ability to empathise and understand the needs of Application/interview our older clients and relate to people from a wide

variety of backgrounds.

An ability to react quickly to changing situations, Application/interview

multi task and time manage.

Willingness to work flexibly with reasonable notice to Application/interview

ensure adequate cover for holidays and absence and

to meet the demands of the business

Ability to drive with access to a vehicle for Application/interview business use

Commitment to participate in training and development Application/interview as directed by the Commercial Services Director and

Chief Executive

**Desirable criteria**

Sales and customer service skills Application/interview

Experience of working with volunteers Application /interview

and or older people

Experience of organising promotions and marketing Application /interview

services

Prepared by:

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Commercial Services Director

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