

HOME SERVICES MANAGER

Job Description

Hours: Full time (35 hours) preferred; part time considered (minimum 28 hours).
9 a.m. – 5 p.m. Monday – Friday if full time.

Contract: Permanent

Responsible to: CEO (may change)

Responsible for: 2 service coordinators. Joint responsibility with the two coordinators for the housekeepers, handypersons and gardeners plus any volunteers used to support the service.

Location: Hybrid in line with our Hybrid Working Policy. Office location is the White House Community Centre, Hampton. Community locations and in the homes of older people as needed.

Salary: £34,000 – 38,500 FTE DOE plus 5% pension contribution

Purpose of the job

Age UK Richmond is a local, independent charity providing vital services and support to older people across the London Borough of Richmond upon Thames. Our wide range of services makes a meaningful and lasting difference to the health and wellbeing of older residents in our community.

Among our most valued and in-demand services is practical support delivered directly in people's homes. Our Home Services currently include housekeeping, handyperson support, and gardening and play a crucial role in enabling older people to live independently and maintain their wellbeing.

This is a busy, hands-on role, offering the opportunity to further develop and grow our Home Services, while also being actively involved in their day-to-day coordination and delivery.

Responsibilities will include overseeing the daily running of the service, such as coordinating staff diaries, line managing the team of 24 Housekeepers, Handypersons and Gardeners, scheduling appointments, processing payments, and liaising with clients. Alongside this, you will line manage the 2 service coordinators and support them in delivering a high-quality service.

A key focus of the role will be to expand the reach of our services, particularly to ensure that the most vulnerable older people can benefit. You will also contribute to improving financial performance by supporting sustainable growth. In addition, you will play an important role in monitoring and demonstrating impact to our funders, ensuring we gather meaningful data and feedback to evidence the difference our work makes and respond to the evolving needs of older people.

This is a central role within Age UK Richmond, offering real scope to make a positive impact on both the organisation and the lives of local older people.

Main Responsibilities

1. To be responsible for the day-to-day management and coordination of our Home Services, ensuring a high-quality, reliable, and responsive service for all clients – with a particular focus on housekeeping.
2. Oversee scheduling and logistics, including coordinating staff diaries and scheduling appointments, and managing payments.
3. Line manage two Service Coordinators, ensuring the most efficient and effective use of staff time. Providing support, quarterly supervision, annual appraisal and guidance to maintain excellent standards of service.
4. With the support from the two service coordinators, supervise a team of housekeepers, gardeners and handypersons to ensure the delivery of a high-quality service. Provide support, including ensuring all receive quarterly supervisions.
5. With the coordinators, complete and organise client assessments where needed, this will involve client home visits.
6. Act as a key point of contact for clients, handling enquiries, resolving issues, and maintaining strong, positive relationships.
7. Ensure data is captured on the CRM database – including particular focus on complete demographic data.
8. With the Coordinators, manage payments and maintain excellent financial records. Work closely with the Finance Manager to ensure payments are effectively managed.
9. Ensure recruitment & induction processes are followed according to policy within the Home Service team, with an emphasis on speed and ensuring records are kept of status of applications. Work with other members of staff to ensure roles are publicised effectively. Actively look to expand the team.
10. Improve the financial performance of the housekeeping service to achieve a sustainable position, with a focus on growth in chargeable hours.
11. Expand the reach of the handyperson & gardening services, with a particular focus on the most vulnerable. Consider ways to proactively improve impact.
12. Proactively identify opportunities to improve systems, processes or financial performance, including where and how our chargeable services in the home could be expanded.

13. Ensure processes are in place to collect outcomes and feedback – with a particular focus on the handyperson service.
14. Ensure handyperson & gardening services meet the requirements and KPI's of funders including the local authority and grant funders.
15. Prepare reports as required for the CEO, board of trustees and funders - and be involved in meetings.
16. Work collaboratively with colleagues across Age UK Richmond to promote services and support the organisation's wider objectives.
17. Ensure all services are delivered in line with Age UK Richmond's safeguarding policies and procedures, promoting the safety and wellbeing of all clients.
18. Take responsibility for compliance with health and safety legislation and best practice, ensuring a safe working environment for staff, volunteers, and clients.
19. Ensure compliance with data protection regulations, including the secure handling, storage, and management of personal data in line with GDPR and organisational policies.
20. Ensure excellent awareness throughout the home services team of the wider services provided by Age UK Richmond and the local voluntary sector, encouraging referrals and signposting. Ensure gardeners, housekeepers and handypersons give out leaflets and information, and act as ambassadors for the organisation.

General

1. To abide by good practice guidelines and recommended standards in all aspects of work.
2. To attend employee, team and supervision meetings as required.
3. To attend training courses as required.
4. To uphold and implement the policies and procedures of Age UK Richmond upon Thames throughout all aspects of work.
5. Undertake from time to time such other tasks as may be reasonably requested.

HOME SERVICES MANAGER

Person Specification

Essential

1. Experience of successfully managing / coordinating a busy demanding service, working in a team environment.
2. Coordination, operations or logistics experience.
3. Excellent communication and relationship building skills.
4. Strong administration skills and experience ideally including schedule organisation, managing payments, database utilisation and telephone / email communication.
5. A proactive and friendly approach to service growth and improvement.
6. Excellent attention to detail and highly organised, with the ability to remain calm under pressure and solve problems.
7. Excellent IT skills – including Microsoft packages (including Excel) and CRM use, and able to use digital approaches to improve services and efficiency.
8. Good numeracy and literacy skills.
9. Experience of writing reports and working with statistical data.
10. A genuine desire to support and improve the lives of older people, and an understanding of and empathy with their challenges and needs.

Highly desirable

1. Experience of supervising or managing staff. .
2. Experience of managing or coordinating a service provided to people at home – such as home care, cleaning, handypersons or maintenance.
3. Experience of working to targets / KPI's
4. Experience of working with older or vulnerable people and / or in adult social care.
5. Experience of successfully utilising recruitment and retention strategies and processes.
6. Experience of working with volunteers.
7. Car driver with access to a vehicle.

A clear Enhanced DBS check will be required for this role.