

Job Description and Person Specification

Job Title: Clockhouse Team Leader

Hours: Full time (35 hours pw); usual hours Monday to Friday, 9am to 5pm (requires working up to 12 Saturdays per year with time off in lieu given the following week)

Location: The Clockhouse, Milford.

Salary: £27,000 per annum (FTE)

Reports to: Clockhouse Services Manager

Responsible for: 10-3 Support Staff and Volunteers

Brief Overview of the Role

To drive, inspire, and oversee the daily running of our vibrant 10-3 Club as the most senior person on duty in the club. The role involves providing exceptional, compassionate care and engaging activities for older people, most of whom are living with dementia. The postholder needs to be a motivated, dynamic, and resilient leader who can manage priorities calmly under pressure while maintaining a kind, warm, and supportive environment for guests, staff, and volunteers alike.

Main Duties

To include the following:

- **Daily Club Leadership:** Lead and oversee the daily running of the 10-3 Club, taking full operational responsibility as the most senior team member on duty.
- **Team Leadership & Development:** Manage 10-3 Club staff by providing clear daily instruction, ongoing guidance, and practical training to ensure care and operational standards are consistently maintained and continually improved.
- **Team Direction, Inspiration & Volunteer Support:** Inspire, motivate, and direct support staff and volunteers, creating an energetic, positive, and collaborative team culture while providing ongoing guidance, practical direction, and encouragement to volunteers throughout the day to ensure they feel valued and supported.
- **Handovers & Delegation:** Organise and deliver clear, thorough morning handovers and end-of-day debriefs; delegate tasks effectively to ensure high standards of care and smooth daily operations.
- **Compassionate Personal Care:** Deliver respectful, dignified, and person-centred personal care to guests as required.
- **Activity Design & Facilitation:** Design, schedule, and lead creative, stimulating, and inclusive activity programmes tailored for individuals living with dementia.
- **Guest & Family Engagement:** Interact with guests, families, and visitors in an exceptionally warm, reassuring, and welcoming manner, reporting any concerns promptly to the Manager.

- **Event & Operational Support:** Assist with fundraising events and perform ad hoc operational duties as needed to guarantee the smooth, safe running of The Clockhouse.
- **Partnership Working:** Work closely and constructively in partnership with wider team members, healthcare professionals, and volunteers.

Person Specification

Skills and Abilities

- **Dynamic Leadership:** Proven ability to lead, motivate, and inspire a small team with energy, positivity, and clear operational direction.
- **Kindness & Compassion:** A genuinely caring and empathetic nature with a passion for enriching the lives of older adults and those living with dementia.
- **Adaptability & Resilience:** Highly adaptable with the ability to switch priorities quickly, stay composed, and make sound decisions in a fast-paced, pressurised environment.
- **Autonomous Working:** Able to take full ownership of the club's day-to-day operations and work confidently on your own initiative as the lead practitioner on duty.
- **Communication:** Outstanding interpersonal and communication skills, with an approachable style that builds trust with guests, families, and colleagues.
- **Dementia Experience:** Solid experience working with older people living with dementia and supporting their families with empathy and understanding.
- **Safeguarding & Care Standards:** Knowledge and practical experience of adult safeguarding procedures and person-centred care approaches.
- **IT Literacy:** Proficient in MS Office, confident in using email for professional communication, and comfortable navigating the internet to complete e-learning modules.
- **Customer Care:** A track record of delivering warm, high-quality, person-centred service, with a willingness to go the extra mile.

Other Requirements

- Flexible approach to working hours, with willingness to work up to 12 Saturdays per year (counterbalanced by TOIL).
- Must be fully supportive of diversity and equality of opportunity in the workplace.

Desirable

- Current DBS on the Update Service (Adult Workforce).

Job Offer and Employment subject to satisfactory Right to Work Checks and Enhanced Disclosure & Barring Service (DBS) check.