



Job Description

Village Assistant

The Village Assistant is on call and the first point of contact for all after-hours village-related matters including providing support to our residents. As such you are expected to actively focus on maintaining and enhancing the “look and feel” of the village. The core purpose is to support the Village Manager to ensure that the village operates smoothly and residents feel supported, secure and enjoy living within a Summerset village.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM






STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Head Office Operations
Reporting Line	Village Manager
Contribution / Responsibilities	<p>Resident Support – Be the first point of contact for all telephone enquiries, after-hours village call-outs and village matters. These include, but are not limited to tasks such as:</p> <ul style="list-style-type: none"> • Calling emergency services (111) as needed • Addressing security concerns of residents e.g. responding to the after-hours main entrance intercom • Tasks which residents are unable to carry out themselves e.g. changing a light bulb, smoke alarm checks, other basic practical assistance <p>Village Support - Carry out a range of tasks around the village. These include, but are not limited to tasks such as:</p> <ul style="list-style-type: none"> • Cleaning around the village e.g. keeping show homes clean, recreational areas (lounge, kitchen, toilets) • Rubbish disposal • Administration tasks e.g. data input, photocopying, updating the activities calendar. • Provision of some services contracted by residents under the J25 services policy (such as car washing, pet minding, mail collection, housekeeping) • Assisting the Sales Manager when required, including showing round unexpected potential sales prospects • Complete a verbal and written handover in the diary logbook at the completion of every shift. Detail events that occurred during your shift and the action you undertook to address the event. <p>Village Manager Support - Assist the Village Manager in their duties, such as:</p> <ul style="list-style-type: none"> • Provide end to end administrative and data entry of resident information into the resident management software • Prepare administrative requirements for new residents and load into the associated software program e.g. V-Care etc • Write resident newsletter drafts prior to village manager finalisation • Assist with Happy Hour arrangements including set up, supporting responsible hosting and clean-up afterwards • Provide logistical support to the village manager to run events involving residents and prospective residents as required
People Leadership (if applicable)	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> • Current First Aid Certificate (training can be provided) • Empathy, and a genuine interest in working with older persons • Demonstrated ability to remain calm and be responsive under pressure • Ability to self-manage and prioritise

	<ul style="list-style-type: none"> • Computer Literate – MS Suite – Outlook, Word, Excel and ability to learn and use different technology
Relationships	<ul style="list-style-type: none"> • Village Management team • Residents and their families • Other Village staff
Dimensions	<ul style="list-style-type: none"> • Nil direct reports • Nil opex / capex budget
Other	<p>This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the Village Manager, Care Centre Manager or Regional Operations Manager.</p>

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.