Children’s Home Office Manager

## The details

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| **Role:** | Children’s Home Office Manager |
| **Place of work:** | Sutton, London |
| **Hours of work:** | Part time - 20 hours per week |
| **Salary/Grade:** | £28,000 full time (£15,135 pro rata) / Grade D |
| **Reports to:** | Registered Manager |
| **Level of screening:** | Enhanced DBS |

## About Lighthouse

Lighthouse is a charity creating life-changing, education-focused children’s homes to ensure that children in care have the same opportunities as everyone else. We believe that children growing up in residential care should go on to achieve great things and lead fulfilling lives. We believe that social pedagogy, a focus on education, people and place is the best approach to supporting young people.

The Lighthouse team is driven by a shared commitment to creating empowering places where everyone has the opportunity to grow and learn. We follow our key values of Respect, Play, Difference, Empowerment, Curiosity and Excellence.

We have reached an exciting point in our journey - our team has been working to launch Lighthouse’s first not-for-profit children’s home, which will support up to six 12-18 year olds and is set to open in late 2021. We are recruiting an Office Manager to work alongside the team in the home to provide high quality and efficient administration service to support Lighthouse’s overall aim to improve outcomes for children.

Difference is one of our core values, and we strive to take the broadest possible view of diversity. We value people from all backgrounds – by this we mean ethnicity, gender, age, and any other visible or invisible quality that makes you unique. We welcome that every person brings their own perspective and experience to our children’s homes, to contribute to our vision.

Lighthouse is a charity that sits within the Catch22 group of organisations, running independently on a day-to-day basis.

## Your role

As the Office Manager of our first children’s home, you will be responsible for undertaking a variety of administrative tasks to ensure the smooth running of the home.

This is an exciting opportunity for an experienced Office Manager to support the creation of a new home from the beginning. We have purchased a building, which is undergoing carefully designed and bespoke refurbishment so it best meets the needs of our children. You will assist the Registered Manager and Head of Operations in the set up of the systems and processes in the home.

The role requires working closely with a range of stakeholders, including Lighthouse staff, young people, families and carers, schools, health services, police and others external agencies. You will build relationships with these people who come into contact with the home and be part of creating a welcoming environment.

As we are setting up a new home, it is likely the role will start in September 2021.

## About you

* Are you an experienced Office Manager or Administrator?
* Do you enjoy setting up and leading on new systems and processes?
* Want to help us improve life opportunities for teenagers?

We are looking for people who are committed to ensuring young people in care have the same opportunities as everyone else.

You will need to have experience of working in an administrative role and be capable of planning and prioritising your own workload. If you have worked in a children’s home or similar environment before that would be great, but it is not essential. You will be working from our children’s home, so you will need to be comfortable working in this environment. This will require flexibility and patience. You will need to be well organised, with strong written and verbal communication.

Everyone who works in our homes will be responsible for safeguarding young people and putting their safety and wellbeing first.

We believe it is important that our first home has a family-feel and that we create an inclusive culture, and we expect all our staff to play a key role in this.

We are a new home, so we are looking for people who are committed to building up a new home and growing with us over time.

**Safer Recruitment**

At Lighthouse we are committed to safeguarding all children and young people in our care. As part of our recruitment process, we conduct rigorous checks and vetting of all applicants in line with legal and regulatory requirements, and best practice. 

This post is subject to an Enhanced Disclosure and Barring Service (police records) check, including overseas police checks where necessary.  Please note that this post is exempt from the limitations of the Rehabilitation of Offenders Act, and as such all previous cautions and convictions will need to be disclosed as part of any application.  

For further information about the process please go to: <https://www.gov.uk/dbs-check-applicant-criminal-record>

## Role and responsibilities

**Administrative support**

* Support in the set up of ClearCare and other IT systems for the home.
* Train new staff members on how to use ClearCare and other IT systems.
* Ensure that the home keeps accurate records.
* Answer telephone calls, take messages and return calls at the Home Manager’s request.
* Prepare correspondence and documents, such as confidential reports for Local Authorities, assessments, review records, letters, etc.
* Take minutes at internal and external meetings.
* Operate and maintain all office equipment and liaise with IT services or contractors, as relevant, to report or correct technical issues.
* Plan and prioritise own week-to-week activities to ensure operational efficiency.

**Maintaining the home**

* Be responsible for the management of the building, grounds, equipment and resources to create a safe, healthy and nurturing environment for young people and staff in line with health and safety and other legal requirements.
* Liaise with Catch22 services where required for the maintenance of the home, such as arranging repairs.
* Monitor and order supplies for the home, such as stationary, household and cleaning products.
* Monitor health and safety requirements and maintain records.

**Finances and reporting**

* Assist with the financial management of our homes in line with Lighthouse and Catch22’s policies, including invoicing, expense cards, updating the petty cash records and other financial accounts for the home.
* Be aware of and adhere to all relevant financial procedures and report any discrepancies to your manager immediately.
* Monitor the performance and impact of the home, including analysis of data, preparing reports and producing regular management information.

**Staff and professional development**

* Maintain staff records including rotas, timesheets, training records, appraisals, sickness reports, annual leave and TOIL records.
* Support the manager to ensure consistent quality of care, including organising team meetings, preparation for inspections and learning and development activities.
* Assist with the recruitment and induction of new staff.
* Line management duties for other supporting roles in the home, such as handyperson/ housekeeper, as required.
* Regularly attend supervision with your line manager, participate in performance appraisal processes and maintain own professional knowledge and skills through training and professional development activities.
* Respond to everyday enquires from colleagues.

**Working with families, professionals and the community**

* Build effective relationships with those regularly visiting the home, including those providing services and support for young people.
* Communicate effectively with families, all other professionals and agencies.
* Share information appropriately in secure formats in line with GDPR and with regard to professional boundaries and confidentiality requirements.

**Safeguarding**

* Establish trusting and supportive relationships with the young people who live in the home.
* Have a good understanding of agency whistleblowing procedures and to report to appropriate safeguarding leads and agencies any concerns or evidence regarding poor practice.

**Working for Lighthouse**

* Promote and embed Lighthouse’s vision and values in our children’s homes.
* Uphold and promote Lighthouse’s equality and diversity policy and proactively challenge discriminatory practice.
* Continually seek out ways to improve Lighthouse and Catch22’s services and identify new opportunities.

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the organisation, or as may be requested by your manager.

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| **Office Manager: Person Specification** | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | * GCSE English and Maths grade C or above, or equivalent, or able to evidence ability at an equivalent level. | * Other relevant professional qualification, such as HR, business administration or financial. | Application |
| **KNOWLEDGE/ EXPERIENCE** | * A minimum of 3 years’ recent experience of administrative work. * Experience supporting financial processes, such as expense systems. * An understanding of employment and health and safety matters necessary to the effective and safe running of the home. | * Experience of setting up and/or using ClearCare. * Experience of managing budgets. * Experience of setting up a new service. * Knowledge of the law, regulations and best practice in relation to looked after children and children’s homes. | Application / Interview |
| **SKILLS & ABILITIES** | * Ability to communicate clearly, logically and effectively both orally and in writing with children and adults in different settings. * Well organised with strong administrative skills. * Ability to analyse data and create reports. * Ability to prioritise and plan own workload, deal with conflicting priorities and work with minimal supervision. * Ability to use IT including Word, Excel and PowerPoint. * Ability to take on the challenges of working in a residential children’s home environment. | * Ability to develop systems and processes to support effective service delivery. | Interview |
| **OTHER** | * A personal commitment to professional development. * Enhanced DBS registered with the online update service (this check will be carried out prior to starting, you do not need to currently hold this to apply). | * An interest in innovative approaches to children’s residential care. | Interview |