ST. LUKE'S HOUSING SOCIETY (SLHS)

JOB DESCRIPTION

JOB TITLE

- General Manager

MAIN PURPOSE AND SCOPE OF THE JOB

- To assume day-to-day responsibility for all aspects of managing McMaster House within statutory, regulatory, and SLHS policy guidance.
- To ensure that an excellent housing management and maintenance service is provided.
- To ensure that value for money is obtained.
- To manage a small team (see organisation structure) to achieve these objectives.

DUTIES AND KEY RESPONSIBILITIES

Governance

1. As Company Secretary maintain the Register of Members, and ensure that meetings of the Board and its committees are conducted according to the Rules of the Society.
2. Submit statutory returns as required by Homes England, The Financial Conduct Authority, and others as required from time to time.
3. Ensure that the Board and its committees are kept updated on practical, strategic and policy matters affecting McMaster House in order that they can direct SLHS's response.
4. Prepare and maintain minutes of Board and Committee meetings.

Finance

1. Prepare and authorise payments to contractors and suppliers in accordance with SLHS policy.
2. Prepare wage payments to staff using HMRC PAYE software, and administer pensions for eligible staff.
3. Maintain finance records using SAGE software, and Microsoft excel.
4. Calculate service charges, and complete administrative tasks around annual rent reviews.
5. Prepare and monitor annual and 3-year rolling budgets, for consideration by Finance Committee/Board.
6. Maintain records of investments, and seek ways to maximise investment income.
7. Provide information required by external accountants in order to prepare annual accounts and audit SLHS financial management.
8. Seek value for money including (but not limited to) utilities and contractors.

Asset Management

1. Ensure the building is well maintained at all times and the services are operating effectively.
2. Ensure that health & safety and compliance requirements are met at all times.
3. Source and supervise suitable contractors within SLHS policy, and where appropriate obtain quotations.
4. Maintain the asset management register.
5. Carry out research and make recommendations on capital projects as required.

Housing Management

1. Work with the House Manager to ensure the smooth running of McMaster House and maintaining the welfare of tenants.
2. Ensure the Society's policies and procedures are up-to-date and correctly implemented.
3. Seek to constantly improve communication and information via Information Sheets, website development, tenant meetings etc.
4. Ensure that rents due to the Society are collected, and take recovery action as required.
5. Ensure that new tenants are selected and signed up in line with SLHS policy/procedure.
6. Ensure that end of tenancy procedures are carried out.

Human Resources

1. In line with the HR Manual take responsibility for day-to-day management of staff, including holidays, training, supervision and any disciplinary/grievance matters.
2. Take part in recruitment/selection of staff.

Administrative and General

1. Ensure that key generalist policies are kept up-to-date and implemented, including (but not limited to) data protection, equality and diversity.
2. Ensure that Health and Safety policies and procedures are kept up-to-date and implemented.
3. Maintain effective relations with external stakeholders.
4. Manage IT (basic desktops with Microsoft suite) including website updating and development.
5. Ensure records are maintained accurately and retained in accordance with National Housing Federation guidelines.
6. Take overall responsibility for the security of the building.
7. Be prepared to attend emergency call-outs, out of hours.

PERSON SPECIFICATION

CRITERIA	Essential	Desirable
SKILLS AND ABILITIES	• Ability to work on own initiative • Ability to prioritise heavy workload effectively and work under pressure • Communication skills, written and verbal • Numerate to at least GCSE • Good problem solver • Ability to assimilate new skills and knowledge quickly and effectively • Ability to research, prepare and implement policies and procedures • Sound administrative and accounting skills • Sound computer skills (MS Word, Excel) • Good negotiating skills	• Experience of working with SAGE accounting package • Evidence of further education • Website and social media development
EXPERIENCE	• Preparing and presenting financial and administrative reports • Financial record keeping	• Leading a small team • Housing management • Working with older people • Policy/procedure formulation
KNOWLEDGE	• Data protection requirements • Landlord and Tenant law • Building maintenance • Health & Safety law • Basic HR law	• Safeguarding • Emergency First Aid • Fire Warden Training • Legionella Awareness
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS	• Flexibility in order to achieve goals of the organisation • An affinity for understanding and meeting the needs of older people • Be a good team leader demonstrating loyalty and commitment to the organisation and other team members • An ability to work with a volunteer board • Willingness to attend emergencies out of hours • No inappropriate record following a DBS check	