

Kingston Role Profile

Title: House Manager (Residential / Non-Residential) – Orchard House

Reporting to: Property Manager

Date: September 2025

Purpose

To effectively and professionally manage the development whilst providing a safe, secure and well maintained environment for all residents.

To provide a customer facing service which involves liaising with residents and other external parties on a regular basis.

Work closely with the Property Manager of Orchard House in all matters which involve the property and its maintenance.

To act as a bridge/communications channel between the Residents and Kingston

Accountabilities

Operational

The building:

- Carry out and record a monthly health and safety checks ensuring the building, communal areas, garden and grounds. Report any issues or repairs back to Kingston.
- To have a thorough understanding of the function and operation of all communal equipment and appliances on site.
- Ensure the efficient operation of maintained services and equipment (including communications systems, entry phone, Warden call system, fire and smoke alarms, fire appliances, lift, car park barrier etc) Record regular routine maintenance inspections and arrange for regular fire inspections to be carried out in accordance with company procedure.
- Regularly check and ensure that lighting standards (including emergency lighting) are maintained and that ambient temperatures in the communal areas are properly regulated.
- Ensure that communal areas of the building and the garden and grounds are cleaned and maintained including where necessary removing litter and leaves from both entrances, their immediate surrounding areas and pedestrian access to them. To keep communal areas clean and tidy as necessary between regular cleaning schedules.
- Supervise all contractors, gardeners, cleaners and window cleaners whilst they are on site during agreed working hours.
- Ensure that all residents are aware of the need for security of access to the building, in particular the need to take care of security fobs and to inform the House Manager

of any lost or missing fobs. To maintain a register and to undertake a regular annual review of security fobs, entry codes, key safes and any other means of access to the building.

- Check and monitor CCTV cameras. Alert Kingston to any problems, arrange to maintain and produce recordings of any incidents or unusual occurrences.
- To attend any training events/meetings as directed by your Property Manager and Human Resources department.
- Exercise control over the use of the communal facilities including the lounge, kitchen, bin rooms etc.

The residents:

- As soon as practicably possible, welcome new residents to the development and help them to settle in. Ensure that they received the latest version of the Orchard House Welcome Pack and that they fully understand its contents.
- Being available for residents during working hours and establishing and maintaining friendly communications with residents, offering advice on problems when required, ensuring next of kin are informed of any problems when appropriate.
- To take immediate action in the event of an absolute emergency, summoning assistance from the appropriate authorities when necessary during duty hours. If taking the role as residential then outside of duty hours it is expected that the House Manager/Caretaker will act appropriately in the role of a “good neighbour” in the event of an emergency situation, and update Kingston of any such events so it can be recorded
- Be alert to the needs of each resident and take appropriate action to ensure that any support required is available, bearing in mind that residents are sensitive to being treated as living independently and are not in a care home or in sheltered housing.
- Advise the Property Manager of all breaches of rules and regulations as contained within the lease and of any action or incidence of behaviour which may be expected to have a negative impact on the quality of life for other residents.
- To work with warden call supplier, and keep residents’ contact details up to date and review same on a regular basis.
- Try to ensure that residents advise the House Manager/Caretaker of all holidays away and of any other overnight absences. Make sure that such information is accessible to the emergency service when necessary.
- Confidentiality is paramount and information about an individual resident should on no account be conveyed to another.
- Communication within a communal environment needs to be carefully considered: only factual information should be given and personal opinions and views should be avoided.
- Any contact made by a resident during your time off should be dealt with diplomatically and tactfully.
- Please note that the House Manager/Caretaker is not required to provide nursing and/or personal care.

Corporate

- Contribute to raising the profile of Kingston across the business and to promote the Company positively at all times.
- Ensure you operate in accordance with core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety, along with our systems for identifying, appraising, and managing risks in your service area, consistent with Kingston's risk management strategy.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day-to-day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Desirable Skills & Experience

Essential criteria:

- Good standard of general education
- Experience of working with the public
- Ability to recognise the diverse needs of customers and uses diplomacy in interactions.
- The ability to communicate clearly orally and in writing.
- Possesses a degree of empathy with residents.
- Self-motivated with the ability to work unsupervised.
- Positive 'can-do' attitude
- General knowledge of maintained services in communal buildings

Desirable criteria:

- First Aid Certificate.
- Basic computer skills for communication.
- Able to see the big picture and willing to contribute to development and delivery of services across different disciplines.
- Experience of dealing with contractors and service providers

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours (to be included once Framework is designed)	
Behaviour	Expectation

