

Accommodation Manager

Job Title:	Accommodation Manager
Contract Type:	12 Month Fixed-Term (Maternity Cover)
Salary	£15.50 Per Hour (£30,306 pro rata P.A.) & Benefits
Hours of work per week:	30 (inc. occasional evening, weekend and bank holidays)
Responsible to:	Head of Housing
Responsible for:	Hostel Staff & Volunteers
Location:	YMCA North Tyneside, North Shields
Benefits:	Access to a free and confidential Employee Assistance Programme, 24/7 GP Helpline, discount at our Café and Nursery, a free gym membership for you and a loved one, training opportunities on various topics such as Safeguarding, Mental health and Health and Safety, Birthday Off and Enhanced Holidays.

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To lead and manage a highly committed and motivated team delivering high quality, efficient, cost effective, residents centred service in line with requirements empowering residents to live independently and making the hostel a great place to work and/or live.

Main Duties & Responsibilities:

- To lead a skilled and dynamic team that can provide vulnerable young people with supported accommodation
- Work with staff to ensure all residents are being provided with the best possible outcome they need



- To carry out daily administrative tasks, including answering telephone calls and providing appropriate information to callers in accordance with procedure
- To be responsible for client interviews, move-ins and move-outs, including inductions, benefit applications and accompanying paperwork
- To provide a visible security presence and deal with any issues that arise
- To ensure that buildings and entry points are secure, establishing security for both residents and staff
- To act as the professional point of contact with the emergency and statutory services.
- To ensure that any incidents relating to security, safety, disorder, damage and similar are dealt with to the limits of the position's authority, including informing the relevant manager where necessary
- To maintain accurate shift logs of patrols, incidents, visitors and other security matters.
- To conduct and record routine checks on hygiene, fire and other safety provisions
- To develop and maintain professional relationships with residents, users and with other staff, and to maintain confidentiality at all times
- To work to the policies and procedures of YMCA NT
- Investigate and respond to any tenant related complaints and/or safeguarding issues
- Oversee rota management and staff supervisions
- To have an understanding of the regulations and standards around the hostel and make sure they are met
- Keep record of all communications with external agencies
- To manage and lead a team by building positive working relationships, lead by example and delegate tasks where necessary
- Basic understanding of KPI's providing staff with targets to shoot for and insights that help people across the organization make better decisions.

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

Equal Opportunities:

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the



grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

