

Job Title	Resident Warden
Reporting to	Client Manager (London)
Purpose	To oversee day-to-day site management, property maintenance and resident welfare
Hours	Monday to Friday 9am to 5pm (including occasional evening and weekend working as required)
Location	Queen Elizabeth College, Greenwich with flexibility to work on other almshouse clients' sites in London to cover holiday and sickness absence if required.
Job Description (This job description is non-contractual)	
<p>The Trust Partnership is employed by almshouse charities (Clients) to provide almshouse management services. The Warden is employed by The Trust Partnership.</p> <p>Living accommodation on site is available for the proper performance of the duties below and to provide an element of security on the site. The job holder would be responsible for the payment of some bills. An Occupancy Agreement will be attached to the Contract.</p> <p>Role of Warden</p> <ol style="list-style-type: none"> 1. To ensure efficient and effective delivery of The Trust Partnership's almshouse management services on site with particular regard to resident welfare and property maintenance. 2. To strive to achieve a harmonious and content community. 3. To make regular reports to the Client Manager as appropriate. 4. To oversee pride in the site. 5. To maintain records and databases relating to the site ,the buildings and the residents. 6. To be a reassuring visible presence on site. <p>Responsibilities and Duties</p> <ol style="list-style-type: none"> 1. To be responsible for the day to day running of the site. 2. To ensure the site is well-maintained, kept tidy and safe for all. 3. To oversee site security including managing CCTV and locking gates. 4. To work closely with colleagues, professionals and third parties to ensure efficient and effective delivery of the almshouse management services. 5. To communicate regularly with all residents in a respectful, helpful, polite and efficient manner and to contact individual residents as required. 6. To liaise with health and welfare professionals as necessary. 7. To log responsive repairs and upload to the database, arrange contractors and ensure work is carried out in a timely, efficient and cost effective way. 8. Check contractors have attended site and completed tasks required to a satisfactory manner. 9. Overseeing the grounds are kept tidy and the gardener attends site. 10. Arrange access to properties and grounds as necessary. 11. To monitor contractors on site during working hours. 12. To assist with allocating almshouses, maintaining an eligibility list, welcoming new residents. 13. To assist with resident consultation and event planning where necessary. 14. To assist with calming resident disputes. 	

15. To assist with health and safety checks as necessary.
16. To keep a record of family contacts and/or next of kin and to approach them where necessary.
17. To implement all approved policies, as relevant, and to be particularly mindful of best practice for safeguarding, data protection and health and safety compliance.
18. To ensure residents abide by their Licence to Occupy, including payment of contributions and service charges.
19. To provide support to, and work alongside, the Friends of Drapers' Almshouses.
20. To oversee community facilities.

Other Duties

1. To assist in managing The Trust Partnership's property database.
2. To fulfil such other duties as may reasonably be required by the Trustees or other officers of The Trust Partnership.
3. To represent The Trust Partnership to the required standard in person and through all communications.

Person Specification

Essential

1. Experience in customer services.
2. Experience in housing management preferably almshouses or social housing.
3. Excellent IT skills including use of Word, Excel and databases.
4. Excellent organisational skills, accuracy and attention to detail.
5. Excellent communication skills, both written and oral, including the ability to get on with people from a broad range of backgrounds.
6. Personable and with a proven positive, willing, professional and flexible outlook.
7. Integrity, patience, respectfulness and a kind disposition.
8. Inherent knowledge of what is appropriate in the circumstances.
9. Ability to work within a small team.
10. Ability to work as a lone worker.
11. Ability to risk assess a situation and act calmly and with confidence in challenging circumstances.
12. Ability to manage and prioritise workload.
13. A vocational attitude to the job.

Desirable

1. An understanding of the charitable sector, in particular a trustees' duty of care.
2. An understanding of almshouses.
3. Commitment to the almshouse movement and philanthropy sector.
4. Knowledge of a property management database.

Any offer of employment will be subject to a satisfactory DBS check.