

## House Manager FTC

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Company: McCarthy and Stone

Location: Guisborough

Category: other-general

Do you take pride in delivering excellent customer service? Do you get satisfaction from a role that involves multi-tasking and finding solutions? Do you enjoy organising and facilitating social events? McCarthy Stone is the leading UK's retirement living providers. We are looking for a House Manager to join our team at Becksides Gardens in Guisborough. Becksides Gardens was built by McCarthy & Stone purpose built for retirement living. The development consists of 40 one and two-bedroom retirement apartments for the over 60s. Hours: 30 hours per week Monday to Friday. Salary: £13.37 per hour Contract - FTC (Up to 12 Months) Benefits: Group personal pension, life assurance, Employee Assist Scheme, and flexible working hours working in the most beautiful surroundings, generous annual leave entitlement. About the Role of a House Manager FTC We are seeking a customer centric House Manager to exemplify the high-quality customer standards that we are renowned for. Our House Manager's key role is to enhance our Homeowner's quality of life and enable them to maintain their independence. This is a diverse role encompassing high level customer service and front of house and facilities management. The successful candidate will be responsible for building a strong community with our homeowners through event coordination, and regular meetings to report company updates and address the priorities of our residents. Some of the House Manager duties within this role include: Welcoming new Homeowners and supporting them to settle into their apartments. Providing a professional front of house service and dealing all visitors in a friendly manner. Being the first point of contact for all our Homeowners and offering them help, support and advice as necessary. Working in collaboration with our partners and suppliers to ensure the smooth running of the estate

Being the 'face' of McCarthy Stone for the families and friends of our Homeowners. Dealing with Homeowners issues with sensitivity and understand the need for confidentiality and respect their privacy. Managing the development –gardens and grounds - in an efficient and effective manner, providing our Homeowners with a safe, secure, well maintained, and pleasant environment. Facilitating social interaction and helping Homeowners to enjoy retirement living to the full. Ensuring that all Health and Safety requirements are adhered to. The successful candidate will have the following key competencies: Excellent communication skills with a real “can do” attitude. Extensive experience in a professional customer service orientated position. A professional approach with high quality standards. Thrives in a busy a varied role, where every day will be different. Be resilient and can problem solve effectively. An awareness of basic Health and Safety will be a distinct advantage. A good level of computer literacy including Microsoft Word and Outlook. Previous/current work based first aid qualifications will be an advantage although successful candidates will receive all the necessary training on commencement of the role. As part of Your McCarthy Stone, a successful and fast expanding national company, you'll get all the training and support you need to help you meet your career goals from our internal experts. This includes courses such as basic first aid, working safely in the workspace, Dementia Friends training and many more. Could this role be the perfect job for you?

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