

## DEPUTY STEWARD – THE FRENCH HOSPITAL ALMSHOUSE

The French Hospital Almshouse is proud to offer a new position in a unique and highly rewarding environment. Based in Rochester, Kent, we are a charitable social housing provider where Residents live independently within a secure Community. Daily operations are run by a team of Stewards; we are now looking for an additional Deputy Steward, starting as a probationary trainee. Stewards must work within clear boundaries and are responsible 24/7 for daily administration, security, and monitoring the welfare of our Community.

This is a responsible and varied role, which for the right person will be an exciting new career. Our new Deputy Steward will be an energetic team player, combining patience and diplomacy with determination and initiative. They should be capable and experienced in written and verbal communication, able to undertake physical activities, and prepared to navigate challenging tasks.

As the ideal candidate you will have suitable or transferrable skills and life experience you can prove to be relevant. You must work effectively with others. You must take the ups and downs of the job in your stride. If so, we will be delighted to hear from you.

## Deputy Steward Job Description

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| <b>Job Title:</b>      | <b>Deputy Steward [Warden]</b>                             |
| <b>Responsible to:</b> | <b>The Steward</b>   |
| <b>Hours:</b>          | <b>Part-time, variable, includes evenings and weekends</b> |
| <b>Pay:</b>            | <b>Average hourly rate £10.85 plus Pension Scheme</b>      |
| <b>Based at:</b>       | <b>The French Hospital, Rochester, ME1 1NB</b>             |

### Job Summary

We seek someone with almshouse or sheltered housing experience, or transferrable experience from elsewhere, to join our Steward Team. Duty Stewards are the principle point of contact for all operational matters. Reporting to The Steward, the Deputy Steward conducts routine tasks - and deals with unforeseen matters as they arise. This part-time appointment involves mainly night and weekend work, on a 4-week rolling schedule. There may, on occasions, also be weekday duties.

Working hours are shift-based with variable weekly hours, including nights and evenings. You may be asked on occasions to work a 48-hour week.

There is always a Steward on duty. Formal duty handovers are carried out after each shift. Shifts are for 8, 16 or 24 hours. When on duty overnight the Deputy Steward will use accommodation on the premises.

Deputy Stewards are expected to accept overtime hours occasionally. Holiday entitlement is 28 days per calendar year, including bank holidays, paid pro-rata.

### Main Duties (including, but not limited to)

- Engage with residents, dealing with their welfare and unforeseen issues as they arise. This will include working with emergency services, social services, and next of kin.
- Respond to calls from Residents, including via the emergency call telephone system, and rapid response to emergencies such as fire or threatening behaviour.
- Site Security and access control.
- Monitoring, communication and control during ongoing crises such as Lockdown.
- Undertake additional cleaning/catering duties.
- Answer the main telephone line of The French Hospital.
- Carry out administrative or clerical tasks as directed by The Steward or The Clerk during duty hours.
- Note fire, security, maintenance and HSE issues, reporting these and matters that might need to be brought to their attention to The Steward and/or The Clerk.
- Deal with contractors or tradesmen, as necessary or instructed.
- Supervise the use of the Guest Flat and monitor common areas.
- Secure the site at 9 pm and open it at 7am.

- Maintain a diary of all relevant occurrences for each period of duty.
- Conduct duties normally carried out by The Steward, in his absence.

### **Person Specification**

#### **Essential**

- Confidence and the ability to work alone.
- Being flexible and comfortable using initiative.
- Good time management skills, and the ability to multi-task.
- Professional discretion and ability to maintain confidentiality.
- Ability to work as part of a small and committed team.
- Ability to work well under pressure.
- Possess excellent social and communication skills.
- Fit, energetic and capable of manual handling tasks.

#### **Desirable**

- Previous almshouse, or sheltered housing, experience.
- Experience and/or understanding of working with older or vulnerable people.
- Sound maintenance skills, experience or knowledge.
- First Aid and/or fire training or experience.
- HSE training and/or experience.
- Computer and/or administrative skills or experience.

**Closing date:** 2 January 2024

**Interview dates:** From 10 January 2024

**Application requirements:** Please send a CV and a one page supporting statement to:

Jon Corrigan, Steward, The French Hospital, 41 La Providence, High Street, Rochester, Kent ME1 1NB

[steward@frenchhospital.org.uk](mailto:steward@frenchhospital.org.uk)