



Job Description and Personal Specification

Job Title	Family Accommodation Manager
Line Manager	Senior Operations & Services Manager
Location	Time will be split between our office on Upper Maudlin Street, and our family accommodation on Upper Maudlin Street and Southwell Street, BS2.
Terms	Permanent/Full-time
Salary	Up to £37,500 (DOE)

Multi-award-winning Wallace & Gromit's Grand Appeal works in partnership with Aardman to support Bristol Children's Hospital and St Michael's Neonatal Intensive Care Unit (NICU). We are seeking a talented individual to join our ambitious team to manage our flagship family accommodation service.

You will be responsible for the operational delivery of our family accommodation service, including the management of the housekeeping team, and you will ensure that all families receive a warm welcome, and experience first-rate accommodation during their stay.

Exceptional interpersonal skills and strong organisation skills are key attributes for this role. You will engage with hospital staff, and the families in their care, on a daily basis. The successful candidate will be expected to support the principles, values, and objectives of The Grand Appeal.

Our ideal candidate will be experienced in supporting individuals and families experiencing challenging circumstances. The successful applicant will be able to demonstrate considered, balanced and reasoned judgement; and be able to navigate and address complex issues with sensitivity and delicacy. The successful candidate will have exceptional organisational skills and a proven ability to manage multiple priorities efficiently.

Applicants will be expected to bring energy, enthusiasm and positivity to all elements of the role, using initiative and self-motivation to drive success. The role is based across multiple sites adjacent to Bristol Children's Hospital and St Michael's Hospital which the applicant will be required to attend daily.

The role will involve close collaboration with wider Grand Appeal team members to engage and actively encourage families to support the charity. The successful applicant will also play a key role in ensuring the delivery of high-quality comms and marketing across all the sites on which accommodation is provided, by working closely with colleagues across the wider charity.

The Grand Appeal offers a dynamic, supportive, and rewarding workplace for its approx. 40 staff. We have a strong team culture in which all staff are expected to play an important part. Our staff are talented, creative, ambitious and The Grand Appeal's most important resource.

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We offer:

- Competitive salary
- Generous holiday allowance
- Healthcare plan (after probation)
- Pension scheme (including Salary Sacrifice)

If this sounds like the right workplace for you, you have the required skills and experience, and you are looking for a new challenge, we would love to hear from you.

Key responsibilities:

- To lead and manage the daily operation of the Grand Appeal's family accommodation service
- To provide a warm, supportive welcome to families staying in our accommodation
- To liaise with staff in hospital wards to allocate accommodation
- To build strong relationships with all families and guests, engage with them to encourage fundraising and support
- To manage the Standard Operating Procedures for all accommodation premises, ensuring a safe, clean and welcoming environment is provided for all guests and visitors
- To manage the housekeeping provision, ensuring a high standard of housekeeping is delivered across all accommodation sites
- To deliver strong budget and stock management and effective procurement practices
- To ensure required training, development and recruitment checks are completed for all housekeeping staff
- To consistently exhibit the values of the Grand Appeal and managerial behaviours
- To demonstrate effective team working skills across all aspects of the role

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Key tasks:

Providing a high-quality accommodation experience

- Deliver high-quality accommodation service on a daily basis
- Build and maintain relationships with key staff at each hospital to ensure open communication and alignment to deliver a compliant, safe and high-quality accommodation service
- Undertake daily liaison with key ward/hospital staff to agree allocation of available accommodation
- Work closely with the hospital staff to manage any concerns arising
- Ensure accommodation is allocated in line with the Grand Appeal strategy, policies and procedures
- Provide a warm welcome and induction for guests on arrival and provide ongoing support during their stay
- Regularly review all guest materials to ensure impact and accuracy
- Develop strong relationships with guests during their stay and provide engaging information about the charity and encourage future fundraising and support
- Design and deliver a programme of regular touchpoints with guests, for example weekly coffee mornings
- Ensure guest data is accurately recorded and processed in line with GDPR requirements
- Develop and deliver a process for getting feedback on the accommodation service

Operational management

- Work closely to support the wider Operations and Services Team
- Manage the daily allocation of work for housekeeping staff and regularly check standards
- Maintain good stock levels for cleaning materials, bedding, appliances etc., to ensure the smooth running of the accommodation
- Manage the annual accommodation budget and ensure effective procurement practices are in place and implemented
- Manage, review and suggest improvements to the Grand Appeal's standard operating procedures for family accommodation
- On an interim basis, work with the wider team to provide whatever support is required for the servicing, maintenance and testing requirements for the accommodation e.g. fire checks and alarm servicing

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Income generation and team working

- Work collaboratively to ensure all touch points for income generation are presented
- Encourage donations and fundraising from guests and provide relevant information on ways they can support the charity
- Make introductions to the wider fundraising team
- Support Grand Appeal events including representing the charity at events as required
- Act as an advocate and spokesperson for the charity, to support media requests and donor visits
- Support the marketing and communications team to help identify suitable guests to be involved in future media requests and/or case studies

Other tasks

- Keep abreast of governance requirements pursuant to all charity activity, including but not limited to the Charities Act, Fundraising Regulator, Institute of Fundraising Code of Practice, Gambling Commission and General Data Protection Regulation.
- Carry out other tasks and duties as required, to support colleagues across the organisation.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the charity. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. While they list some key tasks there will also always be tasks that arise, and which can be reasonably expected of the role.

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Personal Specification

E = essential

D = desirable

Experience and knowledge

Importance	Criteria	Assessment
E	Minimum of three years' experience of working with individuals or families experiencing challenging situations and circumstances	Application Interview
E	Minimum of three years' experience of building successful relationships and demonstrating excellent interpersonal skills	Application Interview
E	Minimum of three years' experience in a role that demands strong organisation skills and task prioritisation	Application Interview
E	Minimum of three years' experience in a role that requires effective decision making and the ability to have difficult conversations	Application Interview
E	Experience of creating and implementing effective operating procedures	Application Interview
E	Knowledge of risk and health & safety regulations and how policies can mitigate risks (including GDPR and COSHH)	Application Interview
E	Experience using databases to record accurate and up-to-date information based on how the data will be used	Application Interview
E	Experience in fundraising for an organisation and / or promoting the interests of a charitable organisation	Application Interview
D	Experience of taking part in press/media interviews	Application Interview

Skills and abilities

Importance	Criteria	Assessment
E	Ability to work individually and as part of a team to achieve individual and wider organisational goals	Application Interview
E	Ability to bring energy, enthusiasm and positivity to all elements of a role, using initiative and self-motivation to drive success	Application Interview
E	Ability to walk a minimum of one mile daily between premises, including a steep hill, and the ability to carry items up and down multiple flights of stairs (max. five floors without access to a lift) and to occasionally carry out housekeeping duties	Application Interview
E	Excellent IT skills; confident in the use of Microsoft Office, CRM databases	Application Interview
E	Ability to exercise discretion with sensitive data	Application Interview
E	Excellent interpersonal skills	Application Interview
E	Excellent organisational and time-management skills with the ability to prioritise conflicting demands while maintaining accuracy and attention to detail	Application Interview
E	Excellent verbal and written communications skills with ability to build and maintain relationships	Application Interview

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Other requirements of the role

Importance	Criteria	Assessment
E	An approach to mirror our values: supportive, professional, collaborative, creative and confident	Application Interview
E	Role model Grand Appeal policies and procedures and managerial behaviours	Application Interview
E	Commit to continuing professional and personal development	Application Interview
E	Availability for occasional 'out of hours' emergency contact calls and actions	Application Interview
D	Full driving licence / access to a car	Application Interview

How to apply

Complete the Grand Appeal Application Form and send it to jobs@grandappeal.org.uk with a copy of your CV.

The closing date for applications is Sunday 10 August at midnight. Interviews will take place on a rolling basis during the application period.

For informal discussions please contact Helen Bromley or Anna Shepherd at hello@grandappeal.org.uk.

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