

JOB DESCRIPTION

JOB TITLE: Governess/House Manager

RESPONSIBLE TO: Operations Manager

PAY SCALE: Depending on experience and skills

CONTRACT TYPE: Full time

PURPOSE OF THE JOB POST

An experienced and skilled House Manager is needed to work closely with a family and get their everyday tasks done so that the members of the household may devote more time to their careers. The ideal candidate will have previous expertise with both household management (including budgeting, scheduling, coordinating domestic and external services) and the care of children in elementary school. He/she will oversee running the household and supervising the employees, suppliers, and contractors who work with the family. This role also involves various administrative and bookkeeping responsibilities.

RESPONSIBILITIES

The post holder is expected to work autonomously and be creative in various aspects of home management, executive assistantship, event planning and management, childcare, and support.,

Home Management

- Regular supervision and training of housekeeping, domestic and maintenance staff to maintain cleanliness and organization in the home.
- Weekly/ADHOC inspection of the home to ensure prompt repair and maintenance of home equipment in a safe and effective manner.
- Oversees, schedules and arrange follow-up of various repairs, renovations and maintenance needed in the home. Coordination of vendors and contractors to ensure prompt delivery of goods/services accordingly and ensure adequate documentation and reporting where applicable.

Administrative/Executive Assistantship

- Bills management, budget planning, oversees purchase of goods, groceries, and services as necessary.
- Management of domestic staff (such as Chefs, Drivers etc.) schedules and ensure timeliness of

service delivery.

- Maintain inventory of household equipment (including but not limited to furniture, telecommunication devices etc.) always
- Arrange family member's appointments and organize detailing where necessary.
- Supervise procurement of medication prescriptions, manage hospital appointments and follow-up on appointment feedback as necessary.
- Supervise arrangement of transport services in a safe, secure, and efficient manner for family members and visitors as applicable.
- Assist with pets' care, management, vaccination, and appointments.

Event Planning and Management

- Planning, organization and management of events, dinner parties, special events in a professional manner.
- Ensure adequate coordination with contractors such as event planners, vendors ensuring provision and arrangement for special events.
- Ordering and follow-up of orders of gifts, awards etc. for various occasions including special events.

Childcare, management, and support

- Ensure kids are taken to-and-fro schools and extracurricular activities promptly and safely.
- Regular supervision and management of children in the absence of parents/carers.
- Follow-up and ensuring homework for children are done promptly.
- Supervises and plan appointments for kids for various occasions such as social events, hospital appointments, play dates, educational events.
- Be professional and skilled in offering First Aid and able to arrange emergency appointments timely and safely.
- Communicates regularly with children's tutors and follow up on educational progress and relay such to parents as often as required and necessary.

- Ordering of children's needs such as school uniforms, toys, gifts, costumes etc.

Position's Qualification

- Minimum of a bachelor's degree in Business Administration, Hotel/Restaurant Management, or related field. Additional advanced/professional qualifications is and added advantage.
- Proven First Aid qualification. Evidence of BLS/ACLS/PALS would be an added advantage.
- medical/nursing program and previous experience in home health and social care is preferred.
- Up-to-date immunization record, including health declaration against tuberculosis (TB) are required.
- You must be able to pass a comprehensive background check conducted by our partner.
- Excellent observation, verbal and written communication abilities, problem-solving skills, ability to work autonomously under pressure and administrative competencies are required for this role.
- A minimum 5 years' experience in similar role preferably private household management or hospitality industry.

Position Requirements and Skills

- Strong IT skills such as Microsoft office, CRM software and video conferencing software.
- Strong passion for childcare, child support and management.
- Ability to make wise judgements in timely manner.
- Strong attention to details and able to manage people, resources, and time efficiently.
- Strong leadership and management skill is essential to perform this role

The above shows the primary duties of the post, which may be reviewed considering experience and developments within the service.

RISK MANAGEMENT

It is a mandatory requirement that holder of this role and all staff take a proactive approach towards mitigating and management of risks in all their activities. This includes adequate risk assessment of all situations, taking necessary and appropriate measures in identifying, reporting, and dealing with all incidents, hazards and near misses.

RECORDS MANAGEMENT / DATA PROTECTION ACT

As an employee, you have a legal responsibility for all records (including patient health, financial,

personal, and administrative) that you gather or use as part of your work within the organization and with the family you work with. The records may be paper or electronic. You must consult with the Operation's Manager if you have any doubt as to the correct management of the records with which you work. Misuse of or failure to properly safeguard confidential data will be regarded as a disciplinary offence.

HEALTH AND SAFETY REQUIREMENTS

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management and clients to enable the organization to meet its own legal duties and report any circumstances that may compromise the health, safety, and welfare of those affected by the organization's undertakings.

CONFIDENTIALITY AND INFORMATION SECURITY

As an employee you are required to uphold the confidentiality of all records held by the organization, and clients you are assigned to. This duty lasts indefinitely and will continue after you leave this employment. All information which identifies individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the Nigerian Data Protection Regulation, 2019 and 1998 Data Protection Act and should be managed in accordance with this legislation.

EQUAL OPPORTUNITIES

The organization provides a range of services and employment opportunities for a diverse population. As an employee you are expected to treat all patients/customers and work colleagues with dignity and respect, irrespective of their background.

ORGANISATIONAL POLICIES AND VALUES

The organization operates a range of policies, e.g., Human Resources, Clinical Practice. All employees must observe and adhere to the provisions outlined in these policies. As an employee you are expected to work in accordance with the organization's values.

SAFEGUARDING VULNERABLE PEOPLE (CHILDREN/ADULTS)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the organization for further guidance. All employees could be required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

PROTECTION OF ADULTS/CHILDREN (CRIMINAL/BACKGROUND CHECK)

Background checks are carried out for all new appointments who have access to our customers/partners.

INFECTION PREVENTION AND CONTROL

Protection of our clients/partners from healthcare associated infection (such as MRSA and Clostridium Difficile) is everyone's business. All healthcare workers and employees have a duty to provide clean, safe care by observing basic hygiene i.e., washing hands (soap & water; alcohol gel) before and after contact with the patient and clients. Clinical staff additionally must practice Aseptic No Touch Techniques for invasive procedures and aftercare.

COMPLAINTS

The Organization offers an accessible and impartial complaints service, which is accountable, confidential, and effective. The service will be responsive, simple, and speedy, whilst remaining thorough. All staff should regard complaints as natural, positive suggestions on services that the Organization provides. Staff should be sensitive to the wishes, hopes and anxieties of clients, patients, relatives, friends, and the community generally.

CODE OF PROFESSIONAL CONDUCT

Those staff who are in professions where registration with one of the regulatory bodies is mandatory to practice, have a responsibility to abide by their professional code of conduct. Failure to do so may result in disciplinary action being taken which may result in the termination of your contract of employment.

SUSTAINABLE DEVELOPMENT

As an employee, you are part of our pledge committed to the reduction of the Organization's carbon footprint. Every employee can play a vital part and contribute to our social responsibility to use resources in a more sustainable way. You have a duty to ensure you take part in the recycling programmes, energy saving plans, travel reduction strategies and new green initiatives that will be introduced to work towards a sustainable future.

GENERAL COMPETENCY ON DATA QUALITY

All staff are personally responsible for the quality of data entered by themselves, or on their behalf on the organization's computerized systems or manual records (paper records) and must ensure that such data is entered accurately to organization's data standards, in a timely manner to ensure high standards of data quality in accordance with the organization's Information Quality and Clinical Record Keeping policies.

Agreed By:

Employee's Name:

Employee's Signature:

Date: