



Creating great homes together

# Role Profile

**Position**

**Home Help Supervisor**

**Reporting to**

**Business Support Manager**

## What you can expect

**We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.**

- You will be part of a strong, customer-focused team that are passionate in what they do.
- You can expect full training.
- Magna has a generous pension scheme and excellent benefit packages such as generous holiday entitlement, comprehensive cash back scheme for things like dental treatment, access to wellbeing support and a uniform will be provided.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- You will be passionate about delivering high quality services for our customers and schemes.
- Organised and a key for detail.
- A good team player and experience of supervisory roles.
- You need to have a calm and confident manner and be able to communicate with dignity and respect.
- You need to provide accurate and up to date records to assist with invoicing.

## What you take care of

- You will be responsible for supervising a team of Home Help colleagues including rota management.
- Collection of payments for services and monthly invoice checks.
- Ensure records are completed correctly and to a high standard.
- You will carry out risk assessment of customers home to ensure a safe working environment is achievable.
- Comply with COSHH.
- You will deliver a high standard Home Help services to our customers and our schemes.
- This will include completing paid for services for our customers which could be cleaning, laundry, de-cluttering. These tasks must be carried out with respect for our customers wishes. You will also be responsible for cleaning some of the communal areas on a scheme and supporting out extra care scheme.

## What you need to be successful

- You need to be a good communicator and be able to prioritise tasks.
- You will have a friendly and 'can do' attitude.
- You need to maintain good standards of health and safety around schemes and in customers' homes.
- You need to be able to identify safeguarding situations and bring to the attention of your manager. ICT skills are required for this role.
- You must have a full driving license and the use of a car.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**