

Thank you for your application

In this pack is the following information:

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About us

The Sick Children's Trust is the charity that provides a welcoming 'Home from Home' where families with a sick child in hospital can stay. But we're more than bricks and mortar, our friendly, caring staff are there to support families when they really need it.

Without us families would have to travel long distances, sleep in uncomfortable hospital chairs or pay for expensive hotels just to be by their sick child's hospital bedside. Not only do we alleviate financial worries but we also help the mental wellbeing of the families we support.



Our vision

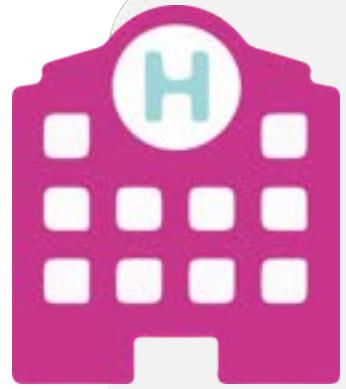
We are working to a future where every family with a seriously ill child in hospital can stay together, close to their child's hospital bedside.

Our mission

We provide welcoming, comfortable 'Homes from Home', to keep families together when they have a sick child in hospital and kind, caring staff to support them.



Our values



Passionate

We believe passionately that families with a seriously ill child in hospital should be together



Supportive

We care for families when they really need us and we support our staff to be the best they can be



Togetherness

We work together to make a difference



Proud

We are proud to be able to welcome all families that need us to our clean and comfortable 'Homes from Home'



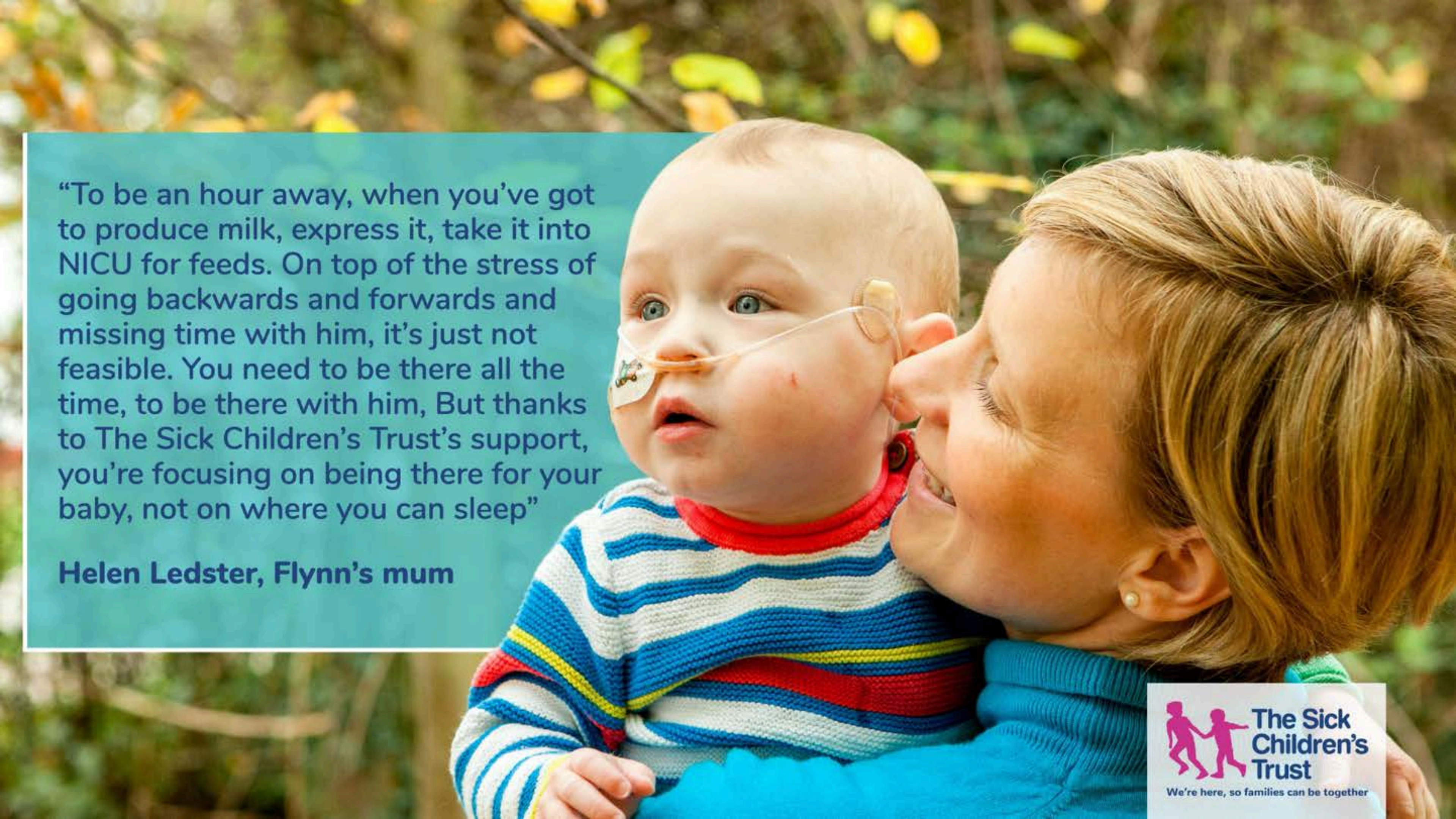
Trustworthy

We are open, honest and transparent in everything we do. We spend our money responsibly ensuring that families are always at the heart of our work

Our 'Homes from Home'

We have ten 'Homes from Home' across England that can support 148 families a night. In 2025/26 we provided 49,041 nights in our homes, supporting 3,218 families.





“To be an hour away, when you’ve got to produce milk, express it, take it into NICU for feeds. On top of the stress of going backwards and forwards and missing time with him, it’s just not feasible. You need to be there all the time, to be there with him, But thanks to The Sick Children’s Trust’s support, you’re focusing on being there for your baby, not on where you can sleep”

Helen Ledster, Flynn’s mum

Our staff survey

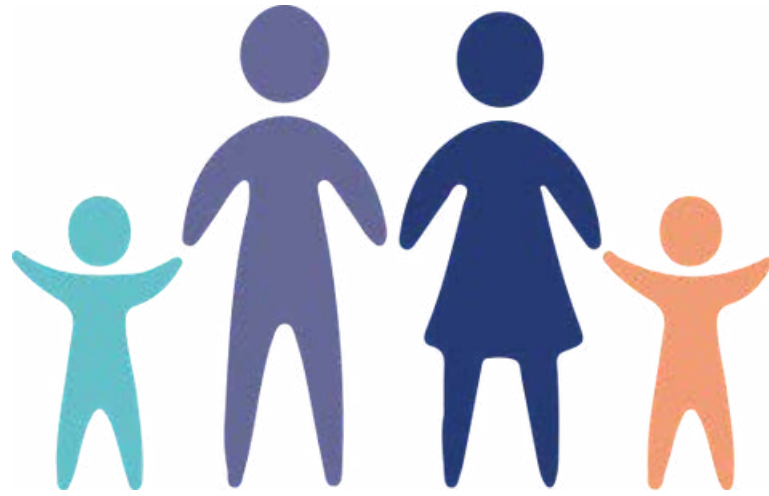
92%

of our colleagues enjoy working at The Sick Children's Trust and are proud of the work we do

92%

of our colleagues said that the work of the charity inspires them to do a good job

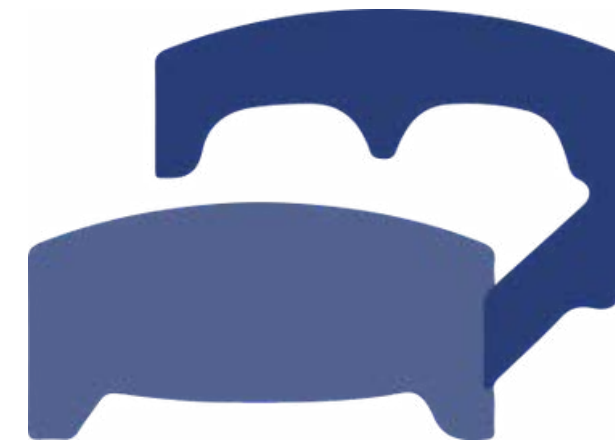
Our impact 25/26



We supported
3,218
families



Average travel time
86 minutes
from home to hospital



Occupancy rates
93%
in our 'Homes
from Home'

Job Description

Job title: House Operations Manager

Hours: Full Time - 35 hours per week (flexibility of days and times, part time considered)

Location: Home / 'Home from Home', with regular travel to our Northern 'Homes from Home' and occasionally to London Head office/other locations.

Reports to: Director of Operations

Role purpose:

Ensure the efficient, cost-effective day-to-day operation of our Northern 'Homes from Home' in accordance with The Sick Children's Trust guidelines, to support the maximum number and most appropriate families.

Provide strong operational leadership, developing our services and stakeholder relationships to support high-quality service delivery and the charity's long-term sustainability.

Promote the work of The Sick Children's Trust and model our values of passionate, togetherness, supportive, trustworthy and proud.

Key Tasks and Responsibilities

Key responsibilities

- Provide operational leadership for our 'Homes from Home' service provision by maintaining regular contact with House Managers and their teams, remotely and on-site, providing direction, emotional support and escalating issues as required.
- Ensure safe, high-quality and family-centred accommodation is delivered to the high standard required, in line with our brand, policy and procedures.
- Line manage the House Managers in Newcastle, Leeds and Sheffield, including the recruitment, training and development of house staff and volunteers.
- Manage Annual leave, TOIL and sickness for direct reports and ensure adequate staff cover levels and emergency procedures are in place.
- Work collaboratively with direct reports, SMT, colleagues and stakeholders to ensure effective delivery of operational and organisational objectives.
- Lead on or assist with delivering and monitoring new capital projects and organisational initiatives.
- Support house teams to resolve operational challenges, including problem-solving, safeguarding, decision-making, policy interpretation and liaison with stakeholders, leading where appropriate.
- Chair the weekly House Managers' meeting, organise Assistant House Managers' meetings and contribute to Operations' meetings.

Compliance and Governance

- Contribute to reports for the Senior Management Team, Governance and Risk, Health and Safety committees and Trustees.
- Report to Trustees, Committee and Senior Management as required in the absence of the Director of Operations.
- Contribute to periodic review of relevant policies and procedures.

Health and Safety Management

- Embed health and safety culture across our houses, ensuring safe, clean, well-maintained and hazard-free environments in line with policy, procedure and the annual statement.
- Ensure audit action plans are addressed promptly by houses and actions appropriately documented.
- Address, report and review accidents, incidents and complaints appropriately, assessing risk and escalating as required.
- Produce ad hoc risk assessments including health related assessments, as required.
- Act as Duty Holder for water hygiene, ensuring compliance with Legionella Risk Assessments.

Maintenance and house presentation

- Authorise repairs and replacements, ensuring procurement is on brand and within budget.
- Lead business continuity and recovery for significant service disruptions, escalating as required.
- Support House Managers to manage planned, reactive and capital works, ensuring engagement procedures are followed and evidenced for audit.

Key Tasks and Responsibilities

Finance

- Encourage and support House Managers in income generation.
- Support House Managers in compiling and adhering to annual house budgets.
- Work with the House Development and Support Manager and the Directors of Operations to compile the Operations budget.
- Review management accounts and investigate budget variances to maintain financial control, reforecasting as required.
- Authorise house expenditure in line with the finance policy.
- Align five-year maintenance plan with the budget and procurement.
- Support the Fundraising team with information to support applications for funding including for capital expenditure.

Hospital and external relationship development

- Develop NHS stakeholder relationships to promote our service and maximise sustainable service provision.
- Support House Managers with regional hospital liaison on operational matters.
- Assist Directors of Operations/SMT in new 'Home from Home' projects.
- Develop new support and partnership opportunities.

The duties, as scheduled above, are not exhaustive and the postholder may be required to undertake other reasonable duties.

Person Specification

Skills, Abilites and Personal Attributes - Essential

- Exceptional and motivational leadership style
- Ability to manage staff remotely and able to travel to different sites
- Excellent communication skills and empathy
- Ability to set standards and review systems to improve/maintain services
- Ability to maintain high standards in the provision of service and compliance
- Commitment to work within the principles of the equal opportunities policy and all other policies and values
- Exceptional and motivational leadership style
- Ability to manage staff remotely and able to travel to different sites
- Excellent communication skills and empathy
- Ability to set standards and review systems to improve/maintain services
- Ability to maintain high standards in the provision of service and compliance
- Knowledge and understanding of compliance/legal requirements e.g. Health and Safety and experience of formulating and implementing corporate compliance
- Commitment to work within the principles of the equal opportunities policy and all other policies and values
- Strong problem-solving skills – ability to deal with difficult situations in an objective and fair way, making sound decisions.
- Able to prioritise workload and manage own time effectively to meet deadlines
- Able to produce correspondence, written and figure work using good compositional skills to an accurate and professional standard
- Represent The Sick Children's Trust according to the values of the organisation
- Knowledge of Microsoft Office software in particular, Word, PowerPoint, Excel and Outlook
- Resilient and empathic when managing difficult situations with the ability to offer emotional support to resident families and staff

Skills, Abilites and Personal Attributes - Desirable

- Knowledge and understanding of compliance/legal requirements e.g. Health and Safety and experience of formulating and implementing corporate compliance

Person Specification

Experience - Essential

- Extensive experience of managing a team remotely
- Evidence of strong leadership skills and of leading organisational change, willingness to take responsibility for decisions and able to get others to follow
- Experience of managing own workload effectively, planning and organising a number of projects at one time to set timescales
- Experience of working as part of a team both within an organisation and with external partners /stakeholders

Experience - Desirable

- Experience of working with NHS Hospitals or similar organisations
- Experience working within the Charity Sector

Other Requirements

- The role is flexible and can be home /'Home from Home' based, however regular travel is required for meetings, 'Home from Home' visits, appraisals, staff reviews, training, house audits etc
- The role involves some late working with occasional overnight stays so requires flexibility
- The post is subject to satisfactory enhanced DBS checks

Benefits

- 35 hour working week
- Discretionary hybrid working
- 25 days annual leave plus your birthday off
- Time off in lieu policy
- Auto-enrolment into a pension scheme at 3 months service
- Commitment to development and training
- Family friendly policies (flexible working and time off for dependants)

Commitment to your wellbeing including:

- Employee Assistance Programme
- Eyecare Voucher
- Flu Vaccination
- Life Assurance

Post-probation benefits:

- Bonus day off in December
- Enhanced pension option
- Permanent health insurance
- Access to Digicare+
- Access to Medicash
- Interest free travel loan



Equal Opportunity

The Sick Children's Trust strives to be an Equal Opportunity employer. We are committed to developing a diverse and inclusive organisation, where people feel supported and valued to be the best they can be.

We welcome applications from people from all sections of the community, irrespective of race, ethnicity, gender, age, disability, sexual orientation, religion or belief.

If you require any reasonable adjustments to apply for this role to the best of your ability such as an accessible venue for interview, please let us know your requirements and we will make every effort to provide assistance.

How to apply

To apply, please send your CV and covering letter setting out why you are suitable for the role and how you meet the requirements set out in the job description and person specification to recruitment@sickchildrenstrust.org

The closing date for the role of House Operations Manager is 30 October 2026

We will be considering applications as they are submitted so early application is advised.

For further details about The Sick Children's Trust please visit our website sickchildrenstrust.org