



Breaking the chain of addiction and re-offending in the community, creating a safer environment for all

JOB DESCRIPTION

Job Title	House Manager	Salary	45-50K PA
Project:	Residential & Day programme Steps2Recovery - London		
Reports to	Board of Trustees		
Location	Central London		
Working Hours:	Monday to Friday, 9.00am – 5.00pm (on site)		

Applicants should send the following to Sophie.molins@steps2recovery.org.uk by the end of the day on Friday 27th March 2026.

- A CV (with full employment history)
- A covering letter (explaining suitability and interest in the role)
- Contact details for two referees (often “available on request”)
- For charity/residential settings: a DBS/police check declaration

Step2Recovery is a charity set up to improve the lives of those who are leaving the Criminal Justice System due to drug or alcohol addiction. It provides therapeutic and practical support to help ex-offenders break away from drug and drink-related criminal behaviours. Our team of qualified counsellors, mentors and volunteers provide a safe, therapeutic environment to support our clients to improve the quality of their lives and fulfil their potential without the use of drugs or alcohol. We deliver a fully residential, evidence-based treatment programme that lasts twelve weeks and includes group therapy, individual counselling, workshops, lectures, mindfulness, well-being and social activities.

Purpose of the Role

The House Manager is responsible for the **day-to-day operational and administrative management of Lexham House**, ensuring the smooth running of the premises and providing continuity, stability, and effective coordination throughout the working week.

The postholder will be **on site Monday to Friday** and will act as the central point of contact for administration, finance coordination, governance support, and house management, while maintaining clear professional boundaries between administrative/operational responsibilities and the clinical team. There is some admin support and an assistant manager.

Key Responsibilities

1. On-site Management and Presence

- Be based on site at Lexham House, Monday to Friday, 9.00am–5.00pm

- Oversee the daily running of the house, ensuring continuity and stability across the working week
 - Act as a consistent, non-clinical management presence for staff, residents, trustees, and external partners.
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2. Administration and Communications

- Manage all administrative functions, including:
 - Diaries and appointment scheduling
 - Record keeping and data gathering
 - Responding to enquiries, referrals, and emails
 - Develop and manage a triage system for all incoming communications to ensure:
 - Accurate recording
 - Appropriate allocation
 - Timely responses
 - Ensure the charity's central diary is maintained and reviewed in weekly team meetings
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3. Records and Key Contacts Management

Maintain an up-to-date and accessible record of all key contacts and systems, including relevant access details, to include:

- Grant managers and funding partners
 - Fundraising circulation lists (e.g. quiz nights, Carol Service, crowdfunding)
 - Key supporters (High Net Worth Individuals, Patrons, Companies)
 - Housing and sector partners (e.g. RBKC, Kairos Community Trust, Treasures Foundation)
 - Utility providers
 - Tradespeople and contractors
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4. Governance and Board Support

- Provide administrative and organisational support to the Board of Trustees by:
 - Managing schedules and diaries for Board and sub-committee meetings
 - Working with the Chair to agree agendas and required reports
 - Calling for, collating, and circulating papers in advance of meetings
 - Attending Board and committee meetings as required
 - Taking, finalising, and securely retaining accurate minutes
- Work with the clinical team to ensure relevant data is collected and reported in a timely manner for Board meetings and external reporting

5. Financial Management

- Manage the annual operational budget and undertake a value-for-money review at least annually
- Work with the Chair to prepare the annual budget by the end of January for the following financial year (1 April – 31 March), for approval by the Finance & Fundraising Committee
- Support the Treasurer by:
 - Preparing agendas and papers for Finance & Fundraising Committee meetings
 - Attending meetings and taking minutes
- Work with the charity's bookkeeper to:
 - Review income and expenditure
 - Authorise or approve expenditure in line with delegated authority
 - Ensure accurate recording of transactions in Xero
- Monitor petty cash and business card usage, ensuring:
 - Value for money
 - Compliance with HMRC requirements
- Ensure staff and trustees adhere to the Charity's Financial Control Policy

6. House and Facilities Management

- Ensure the upkeep and safe operation of Lexham House
- Work collaboratively with the clinical and night support teams to maintain health and safety standards
- Carry out, record, and review:
 - Fire safety checks
 - Fire drills and evacuation procedures
- Manage maintenance and repair needs by:
 - Tendering for works where required
 - Obtaining appropriate approvals for expenditure
 - Ensuring compliance with the Charity's Financial Control Policy

7. Fundraising and External Engagement

- Support communications activity, including:
 - Mailing lists
 - Social media (including Instagram)
 - General outreach

- Assist with the coordination and administration of fundraising events
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Professional Boundaries

- Maintain a clear separation between administrative/operational responsibilities and the clinical team
- Operate within the charity's policies, procedures, and governance framework at all times

ESSENTIAL REQUIREMENTS

A minimum of 5 years' experience of working in a therapeutic environment with clients with substance misuse/ justice issues. At least one year's experience of leading and motivating a team in this environment.

- Understanding of and commitment to working with and implementing the 12-step model of treatment.
- Experience of liaising with and maintaining good relationships with external agencies.
- Good communication skills, including preparation of reports and case notes.
- Ability to use a PC, Outlook and Teams, (Lamplight would be an asset)
- Experience of managing a service.
- Experience of client care management from assessment to aftercare.
- Experience of maintaining rotas and timetables to ensure staff cover.
- Ability to work with administrative staff and systems to ensure funding and housing benefit income .
- Experience of upholding policies and procedures.
- Experience of ensuring consistently high standards of service delivery.
- Ability to work in a multidisciplinary team and to achieve project objectives.
- Ability to work with people from a variety of backgrounds and cultures and to deliver a service within Steps2recovery Equal Opportunities Policy.

1. Core Responsibilities

- Day-to-day house management
- Maintenance and safety compliance
- Food delivery and supplies

- Client administration and appointments
- Referrals and liaison with CJS
- Safeguarding oversight
- Volunteer coordination