

Housewarden Factsheet

A responsible job that takes you out of the ordinary...

About Entrust^{UK}

Entrust^{UK} saves its customers time and inconvenience by providing secure access to their homes - in their absence - in order to allow entry for deliveries and collections, tradespeople and service engineers. Altogether we provide several related services that add up to a **full professional home access management service** when the householder can't or doesn't want to be at home.

Our business is based on the fact that, with today's hectic schedules and lifestyles, **many busy people are no longer prepared to spend their own time waiting in at home for a delivery or contractor to turn up.** When faced with the inconvenience of unreliable suppliers and arrival times which can be all morning, all afternoon or even all day, our customers are pleased to turn to Entrust^{UK} to do the waiting for them.

The services of Entrust^{UK} are very cost-effective, especially when considered against the cost to the householder of having to take annual leave in order to provide access to their property. **The overall benefit we deliver is the freedom for our customers to use their time in the way they want to.**

About the role of Housewarden

Because of the work we do, it is the trustworthiness and reliability of the people we employ as Housewardens that's the key to our present success and future growth.

It is a Housewarden's essential role to permit secure access for authorised visitors to a customer's home in the customer's absence. Specifically, a Housewarden may be required to perform any of the following tasks, reflecting the range of services we offer:

- Provision of secure access to the customer's home for deliveries, tradespeople, utility providers, service engineers, repair and maintenance companies
- Checking of a delivery or job to see that it's in basic accordance with the customer's instructions
- The overseeing of a contractor's work

The security of the customer's home and the customer's trust in you are vitally important. Age is no barrier to joining Entrust^{UK}, but you do need to be responsible, flexible, active and able to work using your own judgement and initiative. We operate a rigorous vetting procedure and you will be asked to voluntarily undertake a Criminal Records Bureau (CRB) disclosure check and be prepared to pay £31, the charge made by the Criminal Records Bureau for their screening process. The result, however, is a CRB clearance certificate that belongs to you, valid for two years.

Overall the role of Housewarden is interesting work, taking you out of your usual environment. You are in a position of trust and authority, but it is a rewarding and different way of spending your time.

To help give you a clear idea of what we expect of our Housewardens, we've listed some essential and desirable personal attributes (see column right):

Pay and Benefits

Becoming a Housewarden is ideal for someone with time on their hands during the working week, perhaps looking to supplement an existing income or pension. It's a responsible but, reasonably stress-free job and our existing Housewardens tell us we're a fun, friendly company to work for.

On top of that we offer attractive rates of pay, including holiday pay (pro rata), and flexibility over the hours you commit. All we ask is that you keep to the time commitment you have offered.

Entrust^{UK} operates PAYE and pays a set fee of £40 per booking period. If the assignment finishes before the end of the booked period, you are free to go, and we will pay you the full amount for a booking. This is regardless of whether you were at the customer's home for 10 minutes or for the full duration.

Travel Expenses: Entrust^{UK} will reimburse up to £10 travel expenses using the most economical means of transport and provided that receipts are submitted. We will endeavour to give you work in postcode areas that you're comfortable travelling to, but we appreciate flexibility from you if asked to attend a job elsewhere.

Essential
<ul style="list-style-type: none"> • Trustworthy, reliable, responsible • Intelligent, able to use own initiative and judgement • Flexible approach to work • Friendly, approachable, sensitive to the needs of customers • Available weekdays and/or weekends • Physically active person • Smart appearance • Available to work 7.30 a.m. - 6.00p.m. & flexible to start earlier / finish later if required
Desirable
<ul style="list-style-type: none"> • Professional or ex-professional background • Able to work at short notice • Willingness to travel to an assignment • Possession of a mobile phone/Internet access • Voluntarily undertake a Criminal Records Bureau (CRB) disclosure check

Any Questions?

How do you choose which assignments to offer me?

When you join us we agree with you the postcode areas in which you will mostly work. We will endeavour to always give you work in this area, but we welcome some flexibility on your part if an assignment arises which is out of your normal area. Flexibility is also welcomed if we ask you to work at short-notice.

What time commitment is expected of me?

We expect you to work for the duration of the booking and until the assignment has been completed. If the assignment finishes before the end of the booked period, you are free to go. And remember that you are paid the full amount for a booking, regardless of whether you are at the customer's home for 10 minutes or for the full duration.

If the assignment lasts longer than the booked period, we appreciate your flexibility over staying longer when necessary.

How much flexibility do I have over the number of hours I work overall?

You tell us how many hours you're prepared to work and when you are available. All we ask is you keep to the time commitment you have offered and let us know if for any reason you are suddenly unavailable for work. Please also note that the amount of work we are able to offer is dependent on the amount of business available, as some postcode areas are more popular than others.

What support do you give me in my role as Housewarden?

Prior to your first customer booking, we will give you an induction that gives guidance about organisational practices, policies and procedures. Basic on-the-job training will also be provided. When on assignment, you have the back-up of the Entrust^{UK} office, available should you need us, including a number to use in case of emergencies. We provide an ID card.

Am I responsible for the work of contractors/engineers when I am present, or for checking a delivery to make sure it's correct?

No. Your task is to provide access to authorised personnel for a delivery or other purpose, and to be present at the customer's home while the delivery or service personnel are present. We ask you to use your initiative to see that the job tallies with the customer's basic instructions. But the customer will be made aware that you are not held responsible for the correctness or otherwise of a delivery or for the work of a service engineer or contractor.

Will a Housewarden role really suit me?

Trustworthiness, reliability and a willingness to take responsibility are the main hallmarks of what makes a good Housewarden. The ideal person will be able to put themselves in the customer's shoes, respect them and anticipate what will be required from any given assignment. It's reasonably paid, stress-free work, taking you out of your usual environment. You are in a position of trust and authority, but it is a rewarding and different way of spending your time.