

ROLE PROFILE

RLS Site Officer

Grade

H

Contract Type

Fixed Location

Older People Services Area
Manager/Scheme Manager



RLS Scheme Manager / RLS Officer



RLS Site Officer



No Direct Reports

Department

Older People
Services



OPS

Role Overview

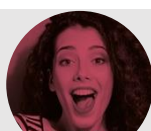
Deliver high quality Retirement Living Services, ensuring that excellent customer service is achieved, performance is maximised and all activity supports the achievement of Your Housing Group's vision and is reflective of older peoples aspirations.

Subject to Basic Disclosure & Barring Service (DBS) Check

RESPONSIBILITIES

- Carry out initial inspection of vacant properties, organise void works, liaising with Property Services.
- Responsible for the waste management services at Schemes.
- Carry out daily checks of internal and external communal areas reporting any repairs to Your Response.
- Carry out communal cleaning and refuse management.
- Grit pathways and car park areas as necessary for the safety of customers, staff and visitors.
- Undertake basic repairs/maintenance work as agreed by line manager.
- Carry out periodic Health & Safety inspections and risk assessments in communal areas recording significant findings and reporting accordingly.
- Operate/set and reset the fire alarm, heating system, door entry system, CCTV and fob setting arrangements.
- Monitor building management systems regularly including heating systems etc, ensuring faults are reported.
- Provide a storage/porterage service and meter readings when required.
- Provide a handyperson service for customers when required.
- Undertake additional duties appropriate to the role and/or grade.

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- ✓ Strong attention to detail
- ✓ Ability to relate to a diverse range of people in building positive relationships
- ✓ Ability to work alone and organise own workload
- ✓ Effective communication skills to be able to work with members of the public, particularly older people and be able to clearly communicate information

ESSENTIAL REQUIREMENTS

- ✓ Basic level Maths and English
- ✓ Experience of delivering a building maintenance/general handyperson activity or site supervision

BENEFICIAL TO THE ROLE

- ✓ Experience of Housing legislation and tenancy/housing management principles

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