**ROLE PROFILE**

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| **Job: RLS Assistant** | **Reports to: RLS Officer** | **Tier: 7Acrs** |

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| **Job Purpose:**  To support the RLS Officer to deliver their role and meet performance targets. To provide front of house services at the scheme to comply with, or exceed, the KPI requirements of the Stoke PFI contract. | **Key Competencies:**   * Flexibility & Resilience * Meeting Customer Needs * Interpersonal Understanding * Results Focus * Building Relationships * Gathering/seeking information |
| **Key Responsibilities:**  1. To take and respond to enquiries from residents and customers, providing the first point of contact for visitors to the scheme during the specified hours. Provide a help-point for residents, visitors and other service delivery staff to allow people to report matters in person.  2. Monitor access to the building and maintain a contractor’s log.  3. To prepare information and sign up packs for the RLS Officer and make customer appointments on their behalf to enable them to meet performance targets.  4. To carry out general admin duties for the scheme based team including file management, inputting of information on to housing management systems (Orchard) and administrative tasks relating to office management (stationary orders, HR Returns, building facility testing, etc)  5. To assist in logging repairs in conjunction with the Site Officer and contractors visiting site.  6. To assist Site Officer to maintain stock on site and first aid equipment. Keep accurate and up to date records.  7. To deputise for the RLS Officer in their absence.  8. To assist in the production of information for the team including word processing, spreadsheet, database and mail merge management.  9. Manage finance ordering goods via epayables and epop. Keep accurate and up to date records.  10. Respond to telephone and email queries from potential customers.  11. Assist in logging Datix incidents.  12. Update on a monthly basis absence summary and send information to Peoples Services.  13. Liaise with facilities managers on site to ensure supply of application forms available for enquirers at the scheme. | |

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|  | **Essential** | **Desirable** |
| **Knowledge skills & experience** | * Respect for residents, sees self as customer advocate and is committed to going the extra mile * IT proficient * Organisational skills and ability to prioritise a busy and reactive workload * Positive attitude and flexible * Effective communication skills to be able to work with members of the public, particularly older people in an empathetic manner, and to be able to communicate information in a clear and understandable manner. | * Experience of housing legislation and tenancy/housing management principles |
| **Specific Role Accountabilities for People, Finance and Policy**( ie accountability for managing a team/ budgets etc) | Responsible for monitoring and maintaining KPI’s linked to reception/front line services |  |
| **Key Relationships (internal/external)** | All on site YHG and ExtraCare Charitable Trust partner staff. On site care team & other service providers  Local Authority |  |
| **Qualifications** |  |  |
| **Safeguarding of Children Young people and Vulnerable Adults**  Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.  As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty. | | |