

RLS Co-ordinator Stoke PFI

Grade	Contract Type
G	Site Based
<p>OPS Service Manager</p> <p>↓</p> <p>Operations Manager</p> <p>↓</p> <p>RLS Co-ordinator</p>	
Department	
OPS	→ Stoke PFI

Role Overview

Deliver high quality housing and tenancy management services, ensuring excellent customer service is achieved, performance is maximised and that all activity supports the achievement of Your Housing Group’s vision/Private Finance Initiative (PFI) contract and is reflective of older people’s aspirations.

Subject to Basic Disclosure & Barring Service (DBS) Check

RESPONSIBILITIES

- Ensure a high-quality service is delivered to customers and that their Retirement Living Services scheme meets appropriate PFI contract/management/service level agreements
- Ensure key performance targets relating to lettings and tenancy management are met
- Achieve agreed levels of customers satisfaction within the extra care schemes
- Maintain scheme compliance with contractual obligations under the PFI contract
- Maintain excellent relationships with onsite partners and agencies to ensure the best service for residents and customers.
- Ensure that Key Performance Indicators meet PFI/YHG requirements.

Our values



Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.



Caring
We show kindness and consideration to our customers and each other.



Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

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

