

# RLS Assistant

**Grade**

**H**

**Contract Type**

**Fixed Office Location**

**RLS Coordinator**



**RLS Scheme Manager**



**RLS Assistant**



**No Direct Reports**

**Department**

**Older Peoples  
Services**



**OPS**

## Role Overview

**Support the Retirement Living Scheme (RLS) Scheme Manager to deliver their role and meet performance targets, providing front of house services at the scheme to comply with the Key Performance Indicator (KPI) requirements of the PFI (Private Finance Initiative) contract.**

**This post is subject to a BASIC DBS check**

## RESPONSIBILITIES

- Respond to enquiries from customers, providing the first point of contact for visitors to the Scheme during specified hours. Provide a help-point for customers, visitors and other service delivery staff to allow people to report matters in person. Monitor access to the building and maintain a visitor log.
- Provide reception presence and ensure that corporate reception standards are maintained. Provide a central switchboard service for all general calls to the Scheme.
- Prepare information and sign up packs for the RLS (Retirement Living Scheme) Co-ordinators, making customer appointments on their behalf to enable them to meet PFI contract KPIs and provide administrative support to allocations panels.
- Carry out general administration duties for the team including file management, inputting of information on to housing management systems (Orchard, CAS) and administrative tasks relating to office management (stationery orders, HR Returns, building facility testing, etc)
- Work with the Scheme Manager to help organise and deliver social events to customers and visitors and produce promotional materials.
- Report, log and monitor requests for repairs to ensure they are carried out in accordance with the PFI contract.
- Receive and accurately record and bank payments for events, laundry monies and other sundry income.
- Assist in the production of information for the team including word processing, spreadsheet, database and mail merge management.
- Deputise for the Scheme Manager in their absence.
- Undertake additional duties appropriate to the role and/or grade.

## 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.

**Through our passion for housing, more people have a safe place to call home**

## STRENGTHS

- ✓ Strong organisational skills
- ✓ Ability to prioritise a busy and reactive workload
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Clear and articulate communication skills, both written & verbal

## ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)
- ✓ Office environment knowledge eg Filing, data input and administrative tasks relating to office management (eg stationery orders)

## BENEFICIAL TO THE ROLE

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

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