

## ROLE PROFILE

# RLS Administrator

### Grade

H

Older People Services Area Manager



Operations Manager



RLS Administrator



No Direct Reports

### Department

Older People  
Services



OPS

### Role Overview

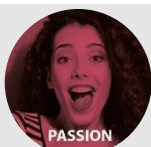
Support the Operations Manager Stoke PFI (Private Funding Initiative), RLS (Retirement Living Scheme) Scheme Managers and Co-ordinators to deliver their roles, services and meet the Stoke PFI contract and performance targets.

Subject to Basic Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Receive 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.
- Provide reception presence and to ensure that corporate reception standards are maintained. To provide a central switchboard service for all general calls to the scheme.
- Monitor access to the building and maintain a visitor log.
- Prepare information and sign up packs for the RLS Co-ordinators and make customer appointments on their behalf to enable them to meet PFI contract KPIs. Provide administrative support to allocations panels.
- Carry out general admin duties for the 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).
- Work with the Scheme Manager to help organise and deliver social events and produce promotional materials. To promote and deliver social events to residents and visitors.
- Report, log and monitor requests for repairs to ensure they are carried out in accordance with the PFI contract.

## Our values



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



- Assist in the production of information for the team including word processing, spreadsheet, database and mail merge management.
- Monitoring and maintaining KPI's linked to reception/front line services in line with PFI contracts
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

- Strong organisational skills
- Excellent communication skills, written and verbal
- Ability to prioritise a busy and reactive workload
- Strong IT Skills eg Microsoft Word, Excel, PowerPoint, Access, etc

### 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
- ✓ Contract Management experience