ROLE PROFILE

Job Title: Retirement Living Services Administrator	Role Reports to: RLS Scheme Manager	Business Function: Older Peoples Services	Grade: H

Job Purpose:	Key Competencies:
Support the delivery of high quality Retirement Living Services (RLS), ensuring 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 Enhanced Disclosure & Barring Service (DBS) Check**	- Flexibility & Resilience - Meeting Customer Needs - Results Focus - Building Relationships - Interpersonal Understanding - Gathering/Seeking Information

Key Responsibilities:

1. Receive and respond to enquiries from residents and customers, guided by the RLS Scheme Manager/Coordinator.
2. Provide reception cover at the Scheme, ensuring corporate reception standards are maintained.
3. Provide reception cover for colleagues' absence/annual leave.
4. Prepare information and sign-up packs for the RLS Co-ordinator and make arrangements for customer contact and visits on their behalf, to enable them to meet performance targets on voids.
5. Provide administration support, including file-management, inputting of information onto housing management systems and administrative tasks relating to office management (e.g. stationery orders, HR Returns, building facility testing etc).
6. Assist with the production of information for the team including word processing, database, mail merge, spreadsheets.
7. Assist with logging repairs in conjunction with the Site Officer and contractors visiting site.
8. Assist the RLS Scheme Manager/RLS Co-ordinator with organising events and producing promotional materials.
9. Arrange meetings and taking meeting minutes to support RLS Co-ordinator and Scheme Manager.
10. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	• Office environment knowledge e.g. filing, data input and administrative tasks relating to office management (e.g. stationery orders)	
Skills	• Excellent communication skills, written and verbal • Strong IT skills e.g. Microsoft Word, Excel, PowerPoint, Access etc	
Experience	• Previous experience prioritising a busy and reactive workload with strong organisational skills	
Qualifications/Education	• GCSE Maths and English (or equivalent)	• Experience of housing legislation and tenancy/housing management principles

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	This role will have daily contact with customers, suppliers, internal colleagues and members of the public.

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.

Key Role Performance Indicators
1. Ensure orders and invoices are raised and processed with agreed timescales
2. Able to provide accurate minutes and reports within a set timescale

Date Role Profile Created/Updated:	**June 2019**