

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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