

ROLE PROFILE

Job: Older People Services Officer	Reports to: Older People Services Manager	Tier: 5R
---	--	-----------------

<p>Job Purpose:</p> <p>To deliver a high quality older peoples housing management service, ensuring excellent customer service is delivered, performance is maximised and that all activity supports the achievement of the Groups vision and is reflective of older people's aspirations.</p> <p>The post holder will need to demonstrate the ability to work in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services and fostering excellent customer relationships. The post holder will contribute to the effective day to day delivery of holistic older peoples services to Your Housing Group customers</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & resilience • Meeting customer needs • Interpersonal understanding • Results focus • Leadership • Impact and Influencing
--	--

Key Responsibilities:

1. To carry out lettings and allocations in accordance with procedures in order to meet key performance indicators and maximise income
2. Maximise the contribution of others through effective leadership of scheme staff
3. Ensure the quality of products and services meets the requirements of contracted services
4. Ensure that schemes and services comply with Health & Safety legislation and good practice
5. Where applicable, build and manage relationships with on-site care providers to ensure that a high standard of care is delivered to customers and resolve any issues with the provider and commissioning local authority.
6. Support Scheme Managers and work alongside the Community Safety Officers to ensure that a holistic approach is taken to tenancy breaches to ensure that residents are supported to maintain tenancy conditions with enforcement action being taken where required.
7. Work alongside Asset colleagues to deliver an efficient and effective service for customers and ensure voids turnaround targets are met.
8. Ensure that a positive climate for customer involvement is created and support scheme staff to promote and deliver social activities
9. Achieve agreed levels of customer satisfaction within schemes
10. To assist with the delivery of successful models of older peoples housing, to enable the Group to grow and take advantage of new business opportunities.
11. To contribute to the identification of obsolete assets and models of service delivery and ensure that any plans in place to address issues are implemented.
12. Contribute to local and Group wide service improvement planning initiatives and activity as appropriate, including quality circles, policy and procedure reviews and highlighting best practice.
13. Support the Group's approach to capturing and responding to customer feedback and profiling information, as required, through a range of methods.

	Essential	Desirable
Knowledge skills & experience	<ul style="list-style-type: none"> • Experience of housing legislation and tenancy/housing management principles • Proficient in the use of IT systems • Ability to work alone and organise workload accordingly • Ability to build positive relationships with a diverse range of people • Excellent communication skills • Attention to detail 	<ul style="list-style-type: none"> • Experience of delivering or managing older peoples housing and/or services • Experience of managing staff
Specific Role Accountabilities for People, Finance and Policy (ie accountability for managing a team/ budgets etc)	This role has responsibility for line managing a team of Sheltered Scheme Managers and overseeing the role of cleaners/domestic staff	
Key Relationships (internal/external)	This role will have strong relationships with internal and external colleagues and stakeholders.	
Qualifications	Basic level of English and Maths	Housing qualification or CIH membership



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.