Logo, company name

Description automatically generated

**ROLE PROFILE**

**Job Title**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Grade** | | |  |  |  | | |
| **Role Overview** | | |
| **H** | | |  |  |  | **Supervise the Scheme out of hours, responding to housing emergencies and managing safety and security.**  **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 people’s aspirations.**  **Subject to Basic Disclosure & Barring Service (DBS) Check** |  |
|  | | | |  |
| **Older People Services Area Manager/Scheme Manager** | | | |  |
| **🡻** | | | |  |
| **RLS Scheme Manager / RLS Officer** | | | |  |
| **🡻** | | | |  |
| **RLS Night Supervisor** | | | |  |
| 🡻 | | | |  |
| **No Direct Reports** | | | |  |
|  | | | |  |
| **Department** | | | |  |
| **Older People Services** | **🡺** | **OPS** | |  |

**RESPONSIBILITIES**

**ACCOUNTABILITY**

**CREATIVITY**

**PRIDE**

**PASSION**

**Our values**

* Carry out internal and external patrols, along with the monitoring of security and CCTV systems to maximise customer’s safety.
* Control access to the Scheme, ensuring all visitors sign in and out of the Scheme.
* Deliver low level housing support to customer outside of normal working hours, ensuring around the clock access to staff, services and facilities.
* Carry out communal cleaning and refuge management.
* Assist with portage requests and communal room set ups.
* Deal with any emergencies or incidents that occur out of hours, ensuring that customers and visitors comply with Scheme rules.
* Ensure Health & Safety procedures are followed and response to fire alarm activations are dealt with effectively, maintaining a safe environment.
* Record all events in the Scheme log book, ensuring relevant information is noted and passed to Your Housing Group day staff to deliver a continuous support service.
* Assist Site Officer with Health & Safety inspections of communal areas and gritting pathways and car park areas as necessary for the safety of customers, staff and visitors. ROLE PROFILE RLS Night Supervisor RESPONSIBILITIES
* Monitor building management systems, including heating system, etc and daily checks of internal and external communal areas reporting faults to the Group’s maintenance call centre, Your Response.
* Monitor external lighting and report repairs/faults to Site Officer.
* Operate/set and reset the fire alarm, heating system, door entry system, CCTV and fob setting arrangements.
* Undertake additional duties appropriate to the role and/or grade.

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| --- | --- | --- | --- | --- |
|  | Basic IT skills |  |  |  |
|  |  |  |  |  |
|  | Ability to work unsupervised and using own initiative |  |  |  |
|  |  |  |  |  |
|  | Excellent communication skills |  |  |  |
|  |  |  |  |  |

**ESSENTIAL REQUIREMENTS**

**STRENGTHS**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fault-finding and reporting maintenance issues |  | * GCSE Maths and English (or equivalent) |
|  |  |  |
|  |  |  |
|  | Previous experience working with security |  |

**BENEFICIAL TO THE ROLE**

|  |  |  |
| --- | --- | --- |
|  | Knowledge of working within an Older People’s Service |  |
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