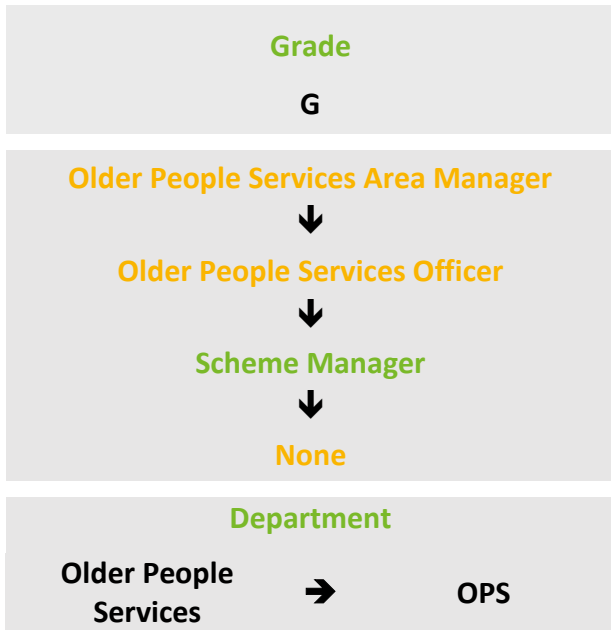


# Scheme Manager



**Role Overview**

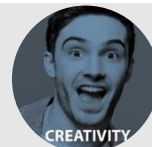
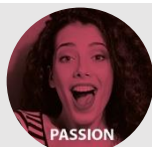
Ensure effective administration, management, security and maintenance of Sheltered Housing Schemes, providing services to customers, assisting them to maintain the safety and security of their home and to comply with the requirements of their tenancy agreements.

Subject to Enhanced Disclosure & Barring Service (DBS) Check

RESPONSIBILITIES

- Deliver enhanced housing management services to older customer, either directly or by working with colleagues and other agencies.
- Dealing with referrals and housing applications and the subsequent lettings process in line with eligibility criteria.
- Carrying out assessments of customer’s ability to maintain safety and security of accommodation via Tenancy Management Plans and comply with the tenancy agreement at sign up and reviewed at intervals throughout their tenancy.
- Offering advice on rent arrears and advising and assisting customers/appointees in dealing with Housing Benefit claims during the tenancy sign up process and throughout the life of their tenancy.
- Advice and implementation of any aids and adaptations to suit requirements and ‘settling in’ all new customers.
- Tenancy conditions including explanation of the terms and conditions of the tenancy agreement and their security of tenure within it.
- Receipt and logging of keys on scheme and monitoring/management of CCTV.
- Supporting/Completing Assured Shorthold Tenancy visits, assisting in dealing with notices, abandonment and related issues.

Our values



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

- Supporting the management of dealing with Anti-Social behaviour.
- Arranging and monitoring access to the building (Contractor management) and maintaining security of the building (locking doors/windows).
- Administration/management of housing files/records.
- Facilitating and reporting day to day repairs, monitoring and liaising with Your Response.
- Supporting/Undertaking customer consultation – information and participation relating to housing management information.
- Health & Safety compliance checks and incident reporting; completing and managing risk assessments.
- Support the work of the Older People Service Officers in the promotion of Sheltered Schemes and services.
- Ensure a positive climate for customer involvement is maintained within the service and that all customers understand the opportunities available for involvement.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Ability to work alone and as part of a team
- Strong organisational skills
- Excellent communication skills, ensuring with the ability to communicate clearly, working with members of the public, particularly older people in an empathetic manner
- Strong problem-solving skills

## ESSENTIAL REQUIREMENTS

- ✓ Knowledge of Safeguarding
- ✓ GCSE Maths and English (or equivalent)
- ✓ Good understanding of issues faced by older people
- ✓ IT experience working with Microsoft, particularly Outlook, Word and Excel