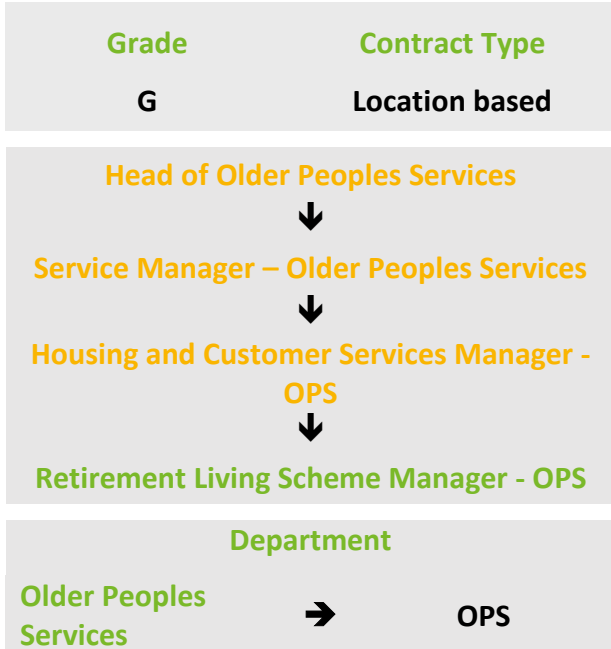


# Retirement Living Scheme Manager - OPS



**Role Overview**

**Deliver strong, high quality, customer focused and proactive housing management, facilities management and support services in your scheme.**

**Contribute to the delivery of services across the wider team to ensure excellent customer services are provided.**

**Subject to Basic Disclosure & Barring Service (DBS) Check**

RESPONSIBILITIES

- Effective people management of the onsite team, ensuring service delivery standards are maintained, and appropriate levels of staffing are available at all times to meet business need.
- Deliver allocations and lettings in line with procedures to meet void targets and maximise income. Deliver key tenancy and housing management tasks, including but not limited to tenancy enforcement and low level anti-social behaviour interventions, in line with procedures and achieving key performance indicators.
- Ensure the safety, wellbeing and safeguarding of customers is effectively managed, maintaining regular contact with customers, and ensuring all required actions are implemented, in line with procedures and achieving key performance indicators.
- Ensure your scheme complies with health and safety legislation and good practice, recording and managing all incidents, ensuring completion of all actions in line with procedures, and working collaboratively with other teams, identifying any housing management or customer wellbeing concerns, and resolving actions in line with procedures.
- Work with colleagues from asset management to deliver an efficient and effective service for customers and ensure repairs are monitored to conclusion and customers updated throughout.
- Ensure purchase orders and invoices are managed promptly and in line with procedures.

**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.

- Support the Housing and Customer Services Managers to maintain a positive climate for resident engagement, including arranging, promoting, supporting and leading at customer meetings, listening and responding to feedback in line with our customer values and business priorities, including responding to informal complaints within required timescales and procedures. Enable a programme of events and activities, working with customers to understand what they want, and promoting and supporting delivery.
- Support the Housing and Customer Services Managers in the delivery of effective and efficient ways of working. Support colleagues across the wider team as required, including providing management cover at other schemes when required.
- Promote effective partnership working with local authorities, care providers, onsite businesses and other third parties, including assisting partner agencies to comply with performance monitoring requirements (where we hold the Supporting People contract).
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- ✓ Ability to build positive relationships with a diverse range of people.
- ✓ Ability to work alone and organise workload accordingly and work collaboratively as part of a team.
- ✓ Excellent attention to detail.
- ✓ Strong IT skills, eg Microsoft Word & Excel
- ✓ Clear and articulate communication skills, both written & verbal.
- ✓ Demonstrate resilience.

## ESSENTIAL REQUIREMENTS

- ✓ Knowledge of housing management legislation and housing/tenancy management principles
- ✓ Experience working in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services
- ✓ Experience of delivering excellent customer service
- ✓ GCSE Maths and English (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ Experience of delivering or managing Older People's Housing and/or services
- ✓ Full UK driving licence and use of a vehicle.

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