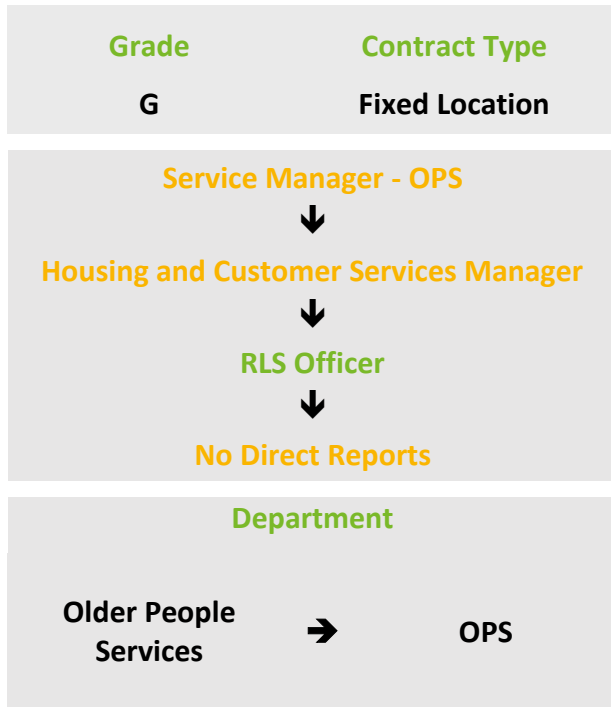


RLS Officer



Role Overview

To deliver a High-quality service to all residents within the Retirement Living Scheme, providing excellent customer service across the scheme.

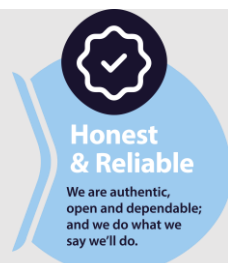
To support all residents with housing related queries, working in partnership with other areas of the business to achieve positive outcomes.

Promoting resident safety and wellbeing as a priority and ensuring all KPI targets are met. Assisting with sales and lettings to ensure property occupation is maximised.

RESPONSIBILITIES

- Carry out lettings and allocations in accordance with agreed procedures to meet Key Performance Indicator's and maximise income.
- Work with Property Services colleagues and Site Officers to deliver an efficient and effective service for customers and ensure voids turnaround targets are met
- Deliver programme for carrying out pro-active support planning with customers, and reviews on a frequency agreed with the resident (where we hold the contract)
- Assist partner agencies to comply with the Supporting People Quality Assessment Framework, and performance monitoring requirements
- Receive and take appropriate action on tenancy management issues.
- Ensure a positive climate for customer involvement is created within their Retirement Living Services scheme and achieve agreed levels of customer satisfaction.
- Ensure the quality of products and services in Retirement Living Services meets the requirements of contracted services and service standards set by Supporting People, CQC (Care Quality Commission), etc
- Maximise the contribution of Retirement Living Services scheme staff through effective management and leadership.
- Timely Approval of Invoices.

Our values



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

- Ensure that Retirement Living schemes and services comply with Health & Safety legislation and good practice.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- | | |
|--|---|
| ✓ Ability to work in a high performing team to meet targets in a fast- paced environment | ✓ Excellent IT skills with proficiency in Microsoft Office |
| ✓ Demonstrable ability to effectively communicate with customers and other stakeholders | ✓ Ability to work autonomously with minimal supervision as well as contribute to the wider team |
| ✓ Clear and articulate communication skills, both written & verbal | ✓ Excellent relationship building skills |

ESSENTIAL REQUIREMENTS

- | | |
|---|---|
| ✓ Knowledge of housing legislation in relation to tenancy / housing management principles | ✓ Good administrative and organisational skills with the ability to prioritise your busy workload |
| ✓ Experience of providing great customer service | ✓ GCSE Maths and English (or equivalent) |
| ✓ | ✓ |

BENEFICIAL TO THE ROLE

- | | |
|---|---|
| ✓ Full UK Driving License & use of a vehicle | ✓ Experience of working in the Housing sector |
| ✓ Flexible approach to working at other locations if required | ✓ CIH or other housing qualification |
| ✓ | ✓ |