

# RLS Co-ordinator Stoke PFI

Grade

G

Contract Type

Site Based

OPS Service Manager



Operations Manager



RLS Co-ordinator

Department

OPS



Stoke PFI

## Role Overview

Deliver high quality housing and tenancy management services, ensuring excellent customer service is achieved, performance is maximised and that all activity supports the achievement of Your Housing Group's vision/Private Finance Initiative (PFI) contract and is reflective of older people's aspirations.

Subject to Basic Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Ensure a high-quality service is delivered to customers and that their Retirement Living Services scheme meets appropriate PFI contract/management/service level agreements
- Ensure key performance targets relating to lettings and tenancy management are met
- Achieve agreed levels of customers satisfaction within the extra care schemes
- Maintain scheme compliance with contractual obligations under the PFI contract
- Maintain excellent relationships with onsite partners and agencies to ensure the best service for residents and customers.
- Ensure that Key Performance Indicators meet PFI/YHG requirements.

## 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.

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

## STRENGTHS

- ✓ Ability to work alone and organise workload effectively
- ✓ Excellent attention to detail
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to relate to a diverse range of people in building positive relationships
- ✓ Effective communication skills to be able to work with members of the public, particularly older people and able to clearly communicate information
- ✓ Excellent relationship building skills

## ESSENTIAL REQUIREMENTS

- ✓ Experience of managing Older People's Housing Services/Schemes
- ✓ Positive attitude and flexible
- ✓ Experience of housing legislation and tenancy/housing management principles
- ✓ GCSE Maths and English (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ Housing qualification or CIH (Chartered Institute of Housing) membership

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