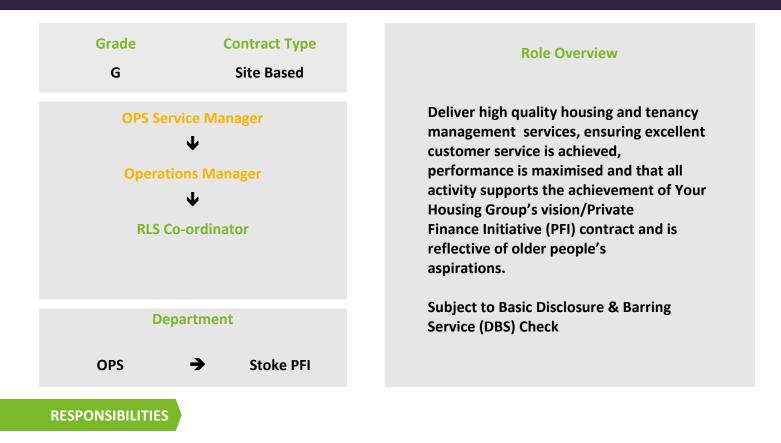


RLS Co-ordinator Stoke PFI



- 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.



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

BENEFICIAL TO THE ROLE

 Housing qualification or CIH (Chartered Institute of Housing) membership

- Experience of housing legislation and tenancy/housing management principles
- GCSE Maths and English (or equivalent)

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