

RLS Scheme Manager – Smithy Croft

Grade

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Head of OPS



Older People Services Area Manager



RLS Scheme Manager



Direct Reports: Cleaner, RLS Night Supervisors; RLS Administrator; RLS Site Officer

Department

Older People Services



OPS

Role Overview

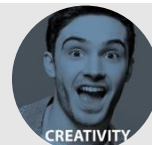
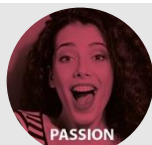
Deliver high quality Retirement Living Scheme service at Smithy Croft, ensuring excellent customer service is achieved, performance is maximised and that all activity supports the achievement of Your Housing Group’s vision and is reflective of older people’s aspirations.

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 management and Service Level Agreements.
- Maintain excellent relationships with on site partners and agencies to ensure the best service for residents and customers.
- Manage and monitor all spend allocated against the development and be able to explain irregularities within the accounts provided.
- Work with partners and colleagues to deliver an efficient and effective maintenance service for residents that meets YHG KPI’s.
- Maintain scheme compliance with contractual obligations under CQC (Care Quality Commission), Supporting People and other funders and regulators.
- Ensure a positive climate for resident involvement is created at scheme level and attend resident meetings where necessary.
- Maximise the contribution of Retirement Living Services scheme staff through effective leadership.
- 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

- Ensure that an effective facilities management service is provided, meeting appropriate contract/management agreements.
- 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 alone and organise workload accordingly
- ✓ Excellent attention to detail
- ✓ Strong IT skills eg Microsoft Word and Excel
- ✓ 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

ESSENTIAL REQUIREMENTS

- ✓ Experience of managing Older People's Housing Services/Schemes
- ✓ Experience of managing staff
- ✓ 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