

ROLE PROFILE

Job Title: Retirement Living Services Scheme Manager	Role Reports to: Retirement Living Services Co-ordinator	Business Function: Older Peoples Services	Grade: G
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<p>Job Purpose:</p> <p>Deliver high quality Retirement Living Scheme 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) Contracts and is reflective of older people's aspirations.</p> <p>Subject to Enhanced Disclosure & Barring Service (DBS) Check</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Problem Solving & Decision Making • Leadership • Developing others
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Key Responsibilities:

1. Ensure a high-quality service is delivered to customers and that their Retirement Living Services scheme meets appropriate PFI contract/management/Service Level Agreements.
2. Maintain excellent relationships with on site partners and agencies to ensure the best service for residents and customers.
3. Ensure that performance for scheme Key Performance Indicators meets PFI/YHG requirements.
4. Manage and monitor all spend allocated against the development and be able to explain irregularities within the accounts provided.
5. Work with partners and colleagues to deliver an efficient and effective maintenance service for residents that meets PFI Contract/YHG KPI's.
6. Maintain scheme compliance with contractual obligations under CQC (Care Quality Commission), Supporting People, PFI and other funders and regulators.
7. Ensure a positive climate for resident involvement is created at scheme level and attend resident meetings where necessary.
8. Maximise the contribution of Retirement Living Services scheme staff through effective leadership.
9. Ensure that an effective facilities management service is provided, meeting appropriate contract/management agreements.
10. Ensure that Retirement Living Schemes and services comply with Health & Safety legislation and good practice.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Experience of housing legislation and tenancy/housing management principles/PFI 	
Skills	<ul style="list-style-type: none"> • Ability to work alone and organise workload accordingly • 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 attention to detail • Strong IT skills eg Microsoft Word and Excel 	
Experience	<ul style="list-style-type: none"> • Experience of managing Older People's Housing Services/Schemes • Experience of managing staff 	
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Housing qualification or CIH (Chartered Institute of Housing) membership

People Management Responsibility?	This role has line management responsibility, including coaching, development and performance management.
Budgetary Responsibility?	This role has no budgetary responsibility
Key Relationships (internal/external)	This role will have strong relationships with internal and external colleagues and stakeholders

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Let properties in line with agreed annual target
2. Line manage direct reports in line with company policy
3. Monitor and review schemes management accounts at least every three months
4. 100% Fire Risk Assessment Housing Management Actions are completed within target timescales
5. Attend 100% customer's meetings and manage and monitor customer action plans in line with targets
6. Undertake Assured Shorthold Tenancy visits in line with company policy and record outcome
7. Ensure service meets all contractual requirements within PFI contracts if applicable

Date Role Profile Created/Updated:	November 2018
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