

PFI Scheme Manager

Grade	Contract Type
G	Site Based
<p>OPS Service Manager</p> <p>↓</p> <p>Operations Manager</p> <p>↓</p> <p>PFI Scheme Manager</p> <p>↓</p> <p>Direct Reports – PFI Administrators</p>	
Department	
OPS	→ Stoke PFI

Role Overview

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) 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.
- 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.
- 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 PFI Contract/YHG requirements.
- Maintain scheme compliance with contractual obligations under the PFI contract
- Ensure a positive climate for resident involvement is created at scheme level and arrange and chair resident meetings.
- Maximise the contribution of Retirement Living Services scheme staff through effective leadership.

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.

- Ensure that an effective facilities management service is provided, meeting appropriate contract/management agreements.

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
- ✓ Proven experience of managing staff
- ✓ 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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