

# RLS Site Officer



**Role Overview**

Delivering high quality Retirement Living Services, ensuring that excellent customer service is achieved, performance is maximised, and all activity supports the achievement of Your Housing Group’s vision and is reflective of older peoples aspirations.

This post is subject to a BASIC DBS check

## RESPONSIBILITIES

- Carry out initial inspection of vacant properties, organise void works, liaising with Property Services.
- Responsible for the waste management services at Schemes
- Carry out daily checks of internal and external communal areas reporting any repairs to Your Response.
- Carry out communal cleaning and refuge management.
- Grit pathways and car park areas as necessary for the safety of customers, staff and visitors.
- Undertake basic repairs/maintenance work as agreed by line manager.
- Carry out periodic Health & Safety inspections and risk assessments in communal areas recording significant findings and reporting accordingly.
- Operate/set and reset the fire alarm, heating system, door entry system, CCTV and fob setting arrangements.
- Monitor building management systems regularly including heating systems etc, ensuring faults are reported.
- Provide a storage/porterage service and meter readings when required.
- Provide a handyman service for customers when required.

### 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.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

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

## ESSENTIAL REQUIREMENTS

- ✓ Basic Level Maths and English
- ✓ Experience of delivering a building maintenance/general handyperson activity or site supervision

## BENEFICIAL TO THE ROLE

- ✓ Experience of Housing legislation and tenancy/housing management principles