

# RLS Assistant

## Grade

H

RLS Co-ordinator



RLS Scheme Manager



RLS Assistant



No Direct Reports

## Department

Older People  
Services



OPS

## Role Overview

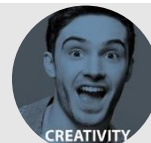
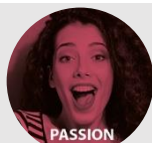
Support the Retirement Living Scheme (RLS) Scheme Manager to deliver their role and meet performance targets, providing front of house services at the scheme to comply with the Key Performance Indicator (KPI) requirements of the PFI (Private Finance Initiative) contract.

Subject to Basic Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Respond to enquiries from customers, providing the first point of contact for visitors to the Scheme during specified hours. Provide a help-point for customers, visitors and other service delivery staff to allow people to report matters in person. Monitor access to the building and maintain a visitor log.
- Provide reception presence and ensure that corporate reception standards are maintained. Provide a central switchboard service for all general calls to the Scheme.
- Prepare information and sign up packs for the RLS (Retirement Living Scheme) Co-ordinators, making customer appointments on their behalf to enable them to meet PFI contract KPIs and provide administrative support to allocations panels.
- Carry out general administration duties for the team including file management, inputting of information on to housing management systems (Orchard, CAS) and administrative tasks relating to office management (stationery orders, HR Returns, building facility testing, etc)
- Work with the Scheme Manager to help organise and deliver social events to customers and visitors and produce promotional materials.
- Report, log and monitor requests for repairs to ensure they are carried out in accordance with the PFI contract.
- Receive and accurately record and bank payments for events, laundry monies and other sundry income.
- Assist in the production of information for the team including word processing, spreadsheet, database and mail merge management.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Deputise for the Scheme Manager in their absence.

## STRENGTHS

al duties appropriate to the role and/or grade.

- Strong organisational skills
- Ability to prioritise a busy and reactive workload
- Excellent IT skills with proficiency in Microsoft Office
- Clear and articulate communication skills, both written & verbal

## ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)
- ✓ Office environment knowledge eg Filing, data input and administrative tasks relating to office management (eg stationery orders)

## BENEFICIAL TO THE ROLE

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