

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Operations Manager	Older People Services Area Manager	Older Peoples Services	OPS	F

<p><b>Job Purpose:</b></p> <p>Operational management responsibility of a portfolio of extra care schemes which includes three Retirement Living Schemes in the Chester area, ensuring excellent customer service is achieved and performance is maximised, and all activity supports the achievement of Your Housing Group's vision and is reflective of older peoples' aspirations</p> <p><b>Subject to Basic Disclosure &amp; Barring Service (DBS) Check</b></p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul> <p><b>Leadership Pillars:</b></p> <ul style="list-style-type: none"> <li>• Authenticity</li> <li>• Strategic Thinking</li> <li>• Innovation</li> <li>• Resilience</li> <li>• Inspirational Leadership</li> </ul>
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**Key Responsibilities:**

1. Overall management of the budget and the services provided ensuring appropriate budgetary control is exercised and value for money is delivered.
2. Ensure that Key Performance Targets relating to tenancy and leasehold management are met.
3. Achieve agreed levels of customer satisfaction within Older Peoples' schemes.
4. Maximise the contribution of others through the effective leadership of Retirement Living Services Scheme Managers.
5. Ensure a positive climate for resident involvement is created within the Retirement Living Schemes.
6. Ensure the quality of products and services within Retirement Living Services meets the requirements of the Group and national service standards where applicable.
7. Build and maintain successful relationships with local authorities, partners and stakeholders that are key to the successful delivery of the Retirement Living Services schemes.
8. Represent the Group at external meetings with local partners and stakeholders.
9. Undertake an active role in the delivery of new models of retirement living and the growth of new business in Retirement Living Schemes.
10. Participate in the out of hours rota.
11. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of housing legislation and tenancy/housing management principles</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of leasehold management</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong IT skills eg Microsoft Word and Excel</li> <li>• Ability to work alone and organise workload accordingly</li> <li>• Ability to build positive relationships with a diverse range of people</li> <li>• Excellent communication skills both written and verbal</li> <li>• Ability to work effectively with members of the public and with empathy towards older people</li> <li>• Excellent attention to detail</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• People management experience</li> <li>• Experience of managing models of extra care and retirement housing</li> <li>• Experience of managing mixed tenure schemes for older people</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Housing qualification or CIH (Chartered Institute of Housing) membership</li> <li>• Full UK Driving License with use of a vehicle</li> </ul>

<b>People Management Responsibility?</b>	Line management responsibility, including coaching, development and performance management
<b>Budgetary Responsibility?</b>	Responsibility for monitoring and reviewing a budget
<b>Key Relationships (internal/external)</b>	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. Property lettings achieve or exceed the annual targets for average re-let time and void loss.
2. Adheres to all aspects of the YHG Manager Charter.
3. 100% of compliance checks are undertaken and any identified issues reported and actioned
4. 100% of fire risk assessment housing management actions are resolved within the target set in the fire risk assessment.
5. 100% of incidents recorded on Datix are managed within target times.
6. At least one residents' meeting is attended in allocated RLS schemes every two months.

#### **Proposed alternative KPIs:**

1. Achieve or exceed agreed target for keeping customers and colleague safe including management of health and safety, compliance and fire safety
2. Achieve or exceed agreed target for viability including occupancy, re-let times, budget control and value for money
3. Achieve or exceed agreed target for customer satisfaction
4. Demonstrate agreed competencies for managers and leaders including effective management of your team, compliance with training, adherence to people management policies and ensuring the wellbeing of your team

5. Achieve or exceed other targets agreed annually

**Date Role Profile Created/Updated:**

**November 2021**