

## ROLE PROFILE

<b>Job Title:</b> Retirement Living Services Site Officer	<b>Role Reports to:</b> RLS Scheme Manager/RLS Officer	<b>Business Function:</b> Older Peoples Services	<b>Grade:</b> H
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<p><b>Job Purpose:</b></p> <p>Deliver 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.</p> <p><b>Subject to Enhanced Disclosure &amp; Barring Service (DBS) Check</b></p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Building Relationships</li> </ul>
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**Key Responsibilities:**

1. Carry out initial inspection of vacant properties, organise void works, liaising with Property Services.
2. Responsible for the waste management services at Schemes
3. Carry out daily checks of internal and external communal areas reporting any repairs to Your Response
4. Grit pathways and car park areas as necessary for the safety of customers, staff and visitors
5. Undertake basic repairs/maintenance work as agreed by line manager
6. Carry out periodic Health & Safety inspections and risk assessments in communal areas recording significant findings and reporting accordingly
7. Operate/set and reset the fire alarm, heating system, door entry system, CCTV and fob setting arrangements
8. Monitor building management systems regularly including heating systems etc, reporting faults to Your Response
9. Provide a storage/porterage service and meter readings when required
10. Provide a handyperson service for customers when required
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Experience of Housing legislation and tenancy/housing management principles</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work alone and organise workload accordingly</li> <li>• Post holder will demonstrate attention to detail</li> <li>• Effective communication skills to be able to work with members of the public, particularly older people and be able to clearly communicate information</li> <li>• Ability to relate to a diverse range of people in building positive relationships</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of delivering a building maintenance/general handyperson activity or site supervision</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• Basic level of Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	All on site YHG and Sapphire partner staff. On site care team and other service providers Local Authority

#### **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 Performance Indicators:**

1. Carry out initial inspection of vacant properties, organise void works and liaise with Property Services within 3 working days of notice to support property lettings to achieve or exceed annual target for average relet time and void loss by financial year end
2. Carry out waste management services at schemes ensuring that the bins are rotated and areas remain clear of refuse weekly and findings are recorded
3. Carry out daily checks of internal and external communal areas, logging all issues and reporting any repairs to Your Response
4. Triage all repairs (both resident and communal) reported to YHG Site Team and only complete repairs that are identified within Site Officer role within 7 working days with all repairs not within remit reported to Your Response where the customer can do so
5. Complete monthly stock audit against stock provided by YHG Maintenance Team and reorder stock in line with agreed process
6. Carry out periodic H&S inspections in communal areas recording significant findings, report any identified issues and record on Datix and ensure are addressed within agreed timeframes

<b>Date Role Profile Created/Updated:</b>	<b>November 2018</b>
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