

ROLE PROFILE

Job Title: Retirement Living Services Assistant	Role Reports to: Scheme Manager	Business Function: Older Peoples Services	Grade: H
---	---	---	--------------------

<p>Job Purpose:</p> <p>Support the 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.</p> <p>Subject to Enhanced Disclosure & Barring Service (DBS) Check</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Results Focus • Building Relationships • Interpersonal Understanding • Gathering/Seeking Information
---	---

Key Responsibilities:

1. 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.
2. Provide reception presence and ensure that corporate reception standards are maintained. Provide a central switchboard service for all general calls to the Scheme.
3. 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
4. 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)
5. Work with the Scheme Manager to help organise and deliver social events to customers and visitors and produce promotional materials
6. Report, log and monitor requests for repairs to ensure they are carried out in accordance with the PFI contract.
7. Deputise for the Scheme Manager in their absence.
8. Receive and accurately record and bank payments for events, laundry monies and other sundry income.
9. Assist in the production of information for the team including word processing, spreadsheet, database and mail merge management.
10. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Office environment knowledge eg Filing, data input and administrative tasks relating to office management (eg stationery orders) 	<ul style="list-style-type: none"> Knowledge of PFI Housing Schemes
Skills	<ul style="list-style-type: none"> Excellent communication skills, written and verbal. Strong IT Skills eg Microsoft Word, Excel, PowerPoint, Access, etc Organisational skills and ability to prioritise a busy and reactive workload 	
Experience		<ul style="list-style-type: none"> Experience of housing legislation and tenancy/housing management principles
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent) 	
People Management Responsibility?	This role has no line management responsibility.	
Budgetary Responsibility?	This role has no budgetary responsibility.	
Key Relationships (internal/external)	All on site YHG and Sapphire partner staff. On site care team & 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 Role Performance Indicators

1. Ensure the Helpdesk is covered during opening hours and all calls answered within 5 rings
2. Maintain security of building via management of the fob and key systems and signing in procedure
3. Ensure all requests for repairs, appointments and information are dealt with in accordance with specified response times

Date Role Profile Created/Updated:

January 2019