

ROLE PROFILE

Job Title: Retirement Living Services Officer	Role Reports to: Retirement Living Services Manager/Scheme Manager	Business Function: Older Persons Services	Grade: G
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<p>Job Purpose:</p> <p>Deliver high quality Retirement Living Services at an individual Scheme, 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 people's aspirations.</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 • Interpersonal Understanding • Results Focus • Building relationships • Developing others
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Key Responsibilities:

1. Carry out lettings and allocations in accordance with agreed procedures to meet Key Performance Indicator's and maximise income.
2. Work with Property Services colleagues and Site Officers to deliver an efficient and effective service for customers and ensure voids turnaround targets are met
3. Deliver programme for carrying out pro-active support planning with customers, and reviews on a frequency agreed with the resident (where we hold the contract)
4. Assist partner agencies to comply with the Supporting People Quality Assessment Framework, and performance monitoring requirements
5. Receive and take appropriate action on tenancy management issues.
6. Ensure a positive climate for customer involvement is created within their Retirement Living Services scheme and achieve agreed levels of customer satisfaction.
7. Ensure the quality of products and services in Retirement Living Services meets the requirements of contracted services and service standards set by Supporting People, CQC (Care Quality Commission), etc
8. Maximise the contribution of Retirement Living Services scheme staff through effective management and leadership.
9. Timely Approval of Invoices.
10. Ensure that Retirement Living schemes and services comply with Health & Safety legislation and good practice.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Knowledge of housing legislation and tenancy/housing management principles 	
Skills	<ul style="list-style-type: none"> Strong IT skills eg Microsoft Word and Excel. Ability to work alone and organise workload accordingly Ability to build positive relationships with a diverse range of people Excellent communication skills both written and verbal Excellent attention to detail 	
Experience	<ul style="list-style-type: none"> The ability to work in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services and fostering excellent customer relationships. 	<ul style="list-style-type: none"> Experience of delivering or managing Older People's Housing and/or services People Management experience
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> Housing qualification or CIH (Chartered Institute of Housing) membership

People Management Responsibility?	This role has line management responsibility, including coaching, development and performance management.
Budgetary Responsibility?	This role has no budgetary responsibility.
Key Relationships (internal/external)	This role will have 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. Properties are let in line with agreed annual target.
2. Adheres to all aspects of the YHG Management Charter.
3. Residents meetings are attended at least every two months.
4. Assured shorthold tenancy visits are undertaken and recorded in line with company policy.

Date Role Profile Created/Updated:	November 2018
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