

ROLE PROFILE

Job Title: Retirement Living Services Co-ordinator Chester	Role Reports to: OPS Area Manager	Business Function: Older Peoples Services	Grade: G
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Job Purpose: Deliver the tenancy and leasehold management function to a portfolio of extra care schemes which includes three Retirement Living Schemes in Chester, ensuring excellent customer service is achieved and performance is maximised. Subject to Enhanced Disclosure & Barring Service (DBS) Check	Key Competencies: • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Building Relationships • Developing Others • Impact and influencing
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Key Responsibilities:

1. Assisting the Area Manager with the management of devolved scheme budgets by 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. Maintains successful relationships with local authorities, partners and stakeholders that are key to the successful delivery of the Retirement Living services schemes.
8. Assist with the delivery of new models of retirement living and the growth of new business in Retirement Living Schemes.
9. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	• Knowledge of housing legislation and tenancy/housing management principles	
Skills	• 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	• People management experience	• Experience of delivering models of Extra Care/PFI and retirement housing. • Experience of delivering or managing Older People's Housing and/or services
Qualifications/Education	• GCSE Maths and English (or equivalent)	• Housing qualification or CIH (Chartered Institute of Housing) membership

People Management Responsibility?	Line management responsibility, including coaching, development and performance management.
Budgetary Responsibility?	Responsibility for monitoring and reviewing a budget
Key Relationships (internal/external)	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.

Date Role Profile Created/Updated:	October 2019
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