

ROLE PROFILE

Job Title: Resident Scheme Manager	Role Reports to: Senior Home Ownership Officer	Business Function: Commercial	Grade: H
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Job Purpose: <p>Ensure the appropriate administration, management, security and maintenance of Leasehold Retirement Housing Schemes and provide services to customers to assist maintaining the safety and security of their home and ensure compliance with the Lease Agreement.</p>	Key Competencies: <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Commercial Focus • Building Relationships • Future Focus
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Key Responsibilities:

1. Deliver enhanced housing management services to vulnerable older residents, directly or by involving and working with colleagues and other agencies, including assistance with; Reporting repairs, Complying with the terms of the lease agreement including antisocial behaviour, nuisance and visitors to the property, Rent & service charge arrears, Assisting with applications for housing benefit claims, Accessing assistive technology and adaptations, Assisting access to other statutory, voluntary or private agencies to enable the resident to maintain their independent living.
2. Assist with marketing the properties, undertaking assessments in a sensitive way against set eligibility criteria and completing new tenancy data.
3. Assist in the preparation of health and safety risk assessments and carry out regular health and safety and security checks of all communal areas, taking appropriate action and escalating any issues as necessary.
4. Carry out regular checks on the operation of equipment at scheme and report any failures immediately e.g. fire alarms, emergency lighting, emergency pull cord system, etc.
5. Monitor services received by residents and assist them to address situations where such services may not be meeting their needs e.g. grounds maintenance, cleaning etc.
6. Undertake assessments of resident's ability to maintain safety and security of accommodation and comply with lease agreement and review annually with residents, family, carers and other agencies where appropriate.
7. Maintain regular contact with residents to provide repairs, fire safety, and advice to ensure they comply with the terms of their lease.
8. Support the work of Senior Home Ownership Officer in the promotion of schemes and services and assist in staff cover at other locations as required.
9. Ensure a positive climate for resident involvement is maintained within the service and all residents understand the opportunities available for involvement.
10. Promote a professional, helpful and unbiased attitude towards all residents and all scheme visitors and to maintain an impeccable standard of honesty in all such dealings.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Understanding of issues facing older people 	<ul style="list-style-type: none"> Knowledge of Safeguarding Good understanding of Health & Safety & Compliance issues in leasehold developments for the elderly. Commercial awareness to understand how this role supports delivery of YHG objectives Understand budgets
Skills	<ul style="list-style-type: none"> Ability to manage and prioritise own workload. Strong verbal and written skills Effective interpersonal and communication skills. With ability to work with outside agencies, customers and members of the public, particularly older people and clearly communicate information. Good attention to detail Ability to solve problems with a flexible and adaptable approach. Proficient in the use of IT systems 	<ul style="list-style-type: none"> Advocacy Skills
Experience	<ul style="list-style-type: none"> Experience of providing services for older people 	
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility.
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Working in partnership with external stakeholders to achieve results.

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. Carry out monthly communal inspections and to ensure all compliance responsibilities are completed within the required timescales. Additionally ensure all other Health & Safety checks such as morning calls, pull cord checks etc. are carried out within the agreed timescales.
2. Deliver services to customers in accordance with agreed service standards
3. Continually improve customer satisfaction and customer experience in accordance with agreed annual operational targets.
4. Ensure the annual review of risk assessments is carried out.
5. Report and accidents or incidents through the Datix System.
6. Understand the scheme finances, especially the Service Charge budget and to ensure expenditure at the scheme remains within the set budget.
7. Monitor the performance of contractors attending the scheme.
8. Meet and greet new leaseholders within two weeks of moving in to welcome them to the scheme.

Date Role Profile Created/Updated:	January 2020
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