

# Older People Services Officer



**Role Overview**

Contributing to the effective day-to-day delivery of holistic Older People Services to Your Housing Group’s customers ensuring activity supports the achievement of the Group’s vision and is reflective of older people’s aspirations.

Deliver a high-quality older people’s housing management service, ensuring excellent customer service, maximised performance.

Subject to Enhanced Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Carry out lettings and allocations, in line with procedures, to meet Key Performance Indicators and maximise income, achieving agreed levels of customer satisfaction within Schemes.
- Maximise the contribution of others through effective leadership of scheme staff.
- Ensure the quality of products and services meets the requirements of contracted services.
- Ensure that schemes and services comply with Health & Safety legislation and good practice.
- Build and manage relationships with on-site care providers to ensure that a high standard of care is delivered to customers and resolve any issues with the provider and commissioning local authority.
- Support Scheme Managers and work alongside the Community Safety Officers to ensure that a holistic approach is taken to tenancy breaches to ensure that customers are supported to maintain tenancy conditions, with enforcement action being taken when required.
- Work alongside colleagues with Asset, to deliver an efficient and effective service for customers, ensuring void turnaround targets are met.
- Ensure a positive climate for customer involvement is created and support scheme staff to promote and deliver social activities.

### Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Assist with the delivery of successful models of older people's housing, to enable the Group to grow and take advantage of new business opportunities.
- Contribute to the identification of obsolete assets and models of service delivery and ensure that plans in place to address issues are implemented.
- Contribute to local and Group-wide service improvement planning initiatives and activity as appropriate, including quality circles, policy and procedure reviews and highlighting best practice
- Support the Group's approach to capturing and responding to customer feedback and profiling information, using a range of agreed methods.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Ability to build positive relationships with a diverse range of people
- Ability to work alone and organise workload accordingly
- Excellent attention to detail
- Strong IT skills eg Microsoft Word and Excel
- Clear and articulate communication skills, both written & verbal
- Excellent relationship building skills

## ESSENTIAL REQUIREMENTS

- ✓ Knowledge of housing legislation and tenancy/housing management principles
- ✓ Experience working in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services and fostering excellent customer relationships
- ✓ GCSE Maths and English (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ People Management experience
- ✓ Experience of delivering or managing Older People's Housing and/or services
- ✓ Housing qualification or CIH (Chartered Institute of Housing) membership