ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
RLS Administrator	Operations Manager	Older Peoples Services	OPS	H

Job Purpose:	Competencies:
Support the Operations Manager Stoke PFI (Private Funding Initiative), RLS (Retirement Living Scheme) Scheme Managers and Co-ordinators to deliver their roles, services and meet the Stoke PFI contract and performance targets.	• Passion • Pride • Creativity • Accountability
Subject to Basic Disclosure & Barring Service (DBS) Check	

YHG Values: **Passion   Pride   Creativity   Accountability**

Key Responsibilities:

1. Receive and respond to enquiries from residents and customers, providing the first point of contact for visitors to the scheme during the specified hours. Provide a help-point for residents, visitors and other service delivery staff to allow people to report matters in person.
2. Provide reception presence and to ensure that corporate reception standards are maintained. To provide a central switchboard service for all general calls to the scheme.
3. Monitor access to the building and maintain a visitor log.
4. Prepare information and sign up packs for the RLS Co-ordinators and make customer appointments on their behalf to enable them to meet PFI contract KPIs. To provide administrative support to allocations panels.
5. Carry out general admin duties for the team including file management, inputting of information on to housing management systems (Orchard,) and administrative tasks relating to office management (stationary orders, HR Returns, building facility testing, etc)
6. Work with the Scheme Manager to help organise and deliver social events and produce promotional materials. To promote and deliver social events to residents and visitors.
7. Report, log and monitor requests for repairs to ensure they are carried out in accordance with the PFI contract.
8. Monitoring and maintaining KPI's linked to reception/front line services in line with PFI contracts.
9. Undertake additional duties appropriate to the role and/or grade.

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	Essential	Desirable
Knowledge	• Office environment knowledge eg Filing, data input and administrative tasks relating to office management (eg stationery orders)	• Knowledge of PFI Housing Schemes
Skills	• 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	• Previous experience prioritising a busy and reactive workload with strong Organisational skills	• Experience of housing legislation and tenancy/housing management principles • Contract Management experience
Qualifications/Education	• GCSE Maths and English (or equivalent)	

People Management Responsibility?	No line management responsibility.
Budgetary Responsibility?	No budgetary responsibility.
Key Relationships (internal/external)	All on site YHG and Sapphire partner staff. On site care team & other service providers Local Authority

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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. Able to provide accurate minutes and reports within a set timescale
2. Ensure invoices are raised and processed within agreed timescale set within the PFI contract
3. Manage all facilities management contracts in line with the PFI contract obligations

Date Role Profile Created/Updated:	April 2020

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