

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Accommodation Officer	Keyworker Team Leader	Sales & Lettings	Keyworkers	H

<p><b>Job Purpose:</b></p> <p>Responsible for the day to day management, including rent services, accounting processes and organising repairs and maintenance for a Your Housing Group's NHS Based, keyworker accommodation scheme.</p> <p>Contribute towards the effective management of service delivery to the Group's Keyworker portfolio, ensuring that key performance indicators are met.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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**Key Responsibilities:**

1. Perform day-to-day activities to manage a portfolio of keyworker properties on a scheme including tenancy and void management, property inspections, rent, deposit and service charge collection and organisation of repairs and maintenance ensuring operational targets are met.
2. First point of contact for customers and other key stakeholders, in respect of a keyworker scheme.
3. Undertake financial management duties in relation to a keyworker scheme including invoice raising and processing, awareness of budgetary provisions (renewals and replacements), management of petty cash and scheme banking.
4. Ensure compliance with relevant statutory legislation, regulatory requirements and contractual obligations, ensuring any risk to the Group is managed effectively.
5. Provide management information and performance indicators on key areas such as rent arrears, void control and other property management performance indicators as required.
6. Respond to and take appropriate action in cases of breaches of tenancy and work closely with colleagues in Your Response and Communities in resolution of such matters.
7. Implement service delivery improvement for Keyworker Customers, in line with the Group's approach to continuous improvement.
8. Build and maintain positive and productive relationships with partners through which we deliver and receive services, in particular NHS Trusts.
9. Provide cover for across the Keyworker Portfolio as requested.
10. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of legislation in respect of statutory compliance issues and housing management.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work independently and as part of a team</li> <li>• Ability to produce documents using Microsoft Office applications e.g. Word and Excel</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of day to day property, tenancy and rent account management to multiple occupancy properties together with an understanding of contractual and statutory compliance.</li> <li>• Experience of maintaining positive working relationships with internal / external stakeholders.</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Work as part of the Accommodation Team performing day to day management activities to the Group's Keyworker Schemes

#### **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. 100% contractual compliance on each of the keyworker schemes in accordance with the relevant management / lease agreement.
2. Arrears levels across all keyworker schemes meet or exceed agreed operational targets.
3. All service standards relating to Keyworker schemes are adhered to.
4. All compliance responsibilities assigned to the Keyworker Team are completed within the required timescales.
5. Customer satisfaction and customer experience levels are improved in accordance with agreed annual operational targets
6. Develop and deliver annual renewals and replacement plans within budget.

<b>Date Role Profile Created/Updated:</b>	<b>April 2020</b>
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