

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Older People Services Officer	Older People Services Area Manager	Older Peoples Services	OPS	G

Job Purpose: 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	Competencies: • Passion • Pride • Creativity • Accountability Leadership Pillars: • Authenticity • Strategic Thinking • Innovation • Resilience • Inspirational Leadership
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Key Responsibilities:

1. 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
2. Maximise the contribution of others through effective leadership of scheme staff
3. Ensure the quality of products and services meets the requirements of contracted services
4. Ensure that schemes and services comply with Health & Safety legislation and good practice
5. Where applicable, 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.
6. 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.
7. Work alongside colleagues with Asset, to deliver an efficient and effective service for customers, ensuring void turnaround targets are met.
8. Ensure a positive climate for customer involvement is created and support scheme staff to promote and deliver social activities
9. 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.
10. Contribute to the identification of obsolete assets and models of service delivery and ensure that plans in place to address issues are implemented.
11. 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.
12. Support the Group's approach to capturing and responding to customer feedback and profiling information, using a range of agreed methods.
13. 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	• Experience working in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services and fostering excellent customer relationships	• Experience of delivering or managing Older People's Housing and/or services • People Management experience
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?	No budgetary responsibility
Key Relationships (internal/external)	Internal colleagues and internal / external 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. The agreed annual target for the letting of properties is achieved. 2. Adheres to all aspects of the YHG Manager Charter. 3. All scheme management accounts are monitored and reviewed at least every three months. 4. 100% Fire Risk Assessment Housing Management Actions are completed within target timescales. 5. At least one customer meeting is attended in allocated schemes every six months. 6. Assured shorthold tenancy visits are undertaken and recorded in line with company policy.	
Date Role Profile Created/Updated:	April 2020