

Role Profile

Role Title:	Scheme Manager
Department:	Retirement Living
Role Purpose:	A lone working position tasked with the day-to-day management of an independent living scheme of mixed tenure for older persons, including managing risk, compliancy and change (Health and Safety, Fire, Safeguarding etc.) matters.
Reporting to:	Retirement Services Manager
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	<u>Frontline Manager</u>

Key Role Responsibilities	<ul style="list-style-type: none"> • Ensuring the scheme is fully compliant with Fire, Health and Safety and Safeguarding legislation as well as Midland Heart's policies and procedures. • Ensure GDPR compliance of all documentation/communication. • Arrange and monitor medical/repair emergencies to ensure that customers and buildings are protected. • Managing services and contracts for scheme including repairs, grounds maintenance, environmental etc. • Respond to complaints or breaches of agreements/leases. • Support the process of successful assignment of properties to new occupants, including liaison with estate agents. • Providing clear information to residents on the services provided through informal and formal consultation. • Monitoring the general wellbeing of residents, promoting safe and independent living. • Attend meetings and training event at a range of Midland Heart sites, as and when required.
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Education, Qualifications and Training	<ul style="list-style-type: none"> No specific qualifications needed however, a good standard of written English is required.
Knowledge and Experience	<ul style="list-style-type: none"> Experience of working with potentially vulnerable residents who live independently. Understanding of Health & Safety, Fire, Safeguarding and other compliance in-line with regulatory/mandatory requirements and managing risk. Demonstrate a working knowledge of computer software packages including Microsoft office.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> Lone worker who can organise and prioritise workload and use own initiative to resolve problems. An ability to adapt to and manage change. A methodical, organised approach to work. Self-motivated to complete tasks to the required quality and within timescales. A positive attitude and approachable towards residents. Enthusiastic and solution focussed. Have a team work ethic whilst lone working. Able to deal with people in an assertive, fair and consistent manner, whilst managing conflict when required. Understanding of commitment to and demonstration of the principles of equality and diversity.