Role Profile

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| **Role Title:** | Scheme Manager |
| **Department:** | Retirement Living |
| **Role Purpose:** | The role requires the day-to-day management of these 2 independent living schemes of mixed tenure for older persons. Managing risk, compliancy and change (Health and Safety, Fire, Safeguarding etc.) are key.An organised, competent professional who is a strong administrator and confident in using numerous software packages whilst providing a first class proactive and customer focused service.  |
| **Reporting to:** | Retirement Services Manager |
| **Responsible for:** |  |
| **Disclosure level:** | Enhanced |
| **Role Level:** | [Frontline Manager](B%26S%20Framework%20Role%20Levels/2.%20Frontline%20Manager.docx) |

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| **Key Role Responsibilities** | Ensuring the scheme is fully compliant – Fire, Health and Safety, Safeguarding and other areas as outlined in Midland Heart’s policies and procedures, values, standards and behaviours and in adherence to our KPI’sEnsure GDPR compliance of all documentation/communication.Arrange and monitor medical/repair emergencies to ensure that customers and buildings are protected. Managing services and contracts on scheme. Repairs/grounds maintenance/environmental contracts 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 consultationPromoting social activities via a customer social group and encouraging a harmonious atmosphere on schemeMonitoring the general wellbeing of Residents. Promoting safe independent living.This is a lone working position.Regular travel to Midland Heart’s Head Office in Birmingham for training and meetings is required |

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| **Education, Qualifications and Training** | Good standard of written English |
| **Knowledge and Experience** | Understanding of Health & Safety/Fire/Safeguarding and other compliancy in line with regulatory/mandatory requirements and managing risk. Demonstrate a working knowledge of computer software packages. Preferably has experience of working with potentially vulnerable Residents who live independently.  |
| **Role Specific Skills & Behaviours** | Lone worker who can organise and prioritise workload using own initiative to resolve problems. Can adapt to and manage changeA methodical, organised approach to work and self-motivation to complete tasks to the required quality and within timescales.Behaviours in line with Midland Heart’s Code of Conduct and Behaviour and Standards Framework.A positive attitude and approachable to Residents.Enthusiastic and solution focussed.Have a team work ethic whilst lone working .Able to deal with people in an assertive, fair and consistentmanner with some conflict managementUnderstanding of commitment to and demonstration of the principles of equality and diversity.  |