

## ROLE PROFILE

<b>Role Title:</b>	Retirement Living Manager – Sheltered Housing
<b>Department:</b>	Retirement Living
<b>Role Purpose:</b>	Leading a retirement living team, delivering a high quality, commercial service, ensuring financial and compliance targets are met or exceeded and motivating and coaching the team to achieve excellence.
<b>Reporting to:</b>	Head of Retirement Living
<b>Responsible for:</b>	Retirement Living Officers
<b>Disclosure level:</b>	Enhanced plus Barring Lists
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<p>To lead a dispersed, regional team ensuring high quality housing management service is delivered.</p> <p>Ensure schemes are safe and strong by overseeing performance against targets, ensuring legal, regulatory and Midland Heart standards are met and schemes operate within budget.</p> <p>Commercial running of sheltered housing business including effective budget setting and management, income generation and building/maintaining strong stakeholder relationships.</p> <p>Ensure KPIs are met and service is of a high standard through a robust quality, assurance and performance framework, ensuring performance is monitored, trends analysed, schemes are audited, areas for improvement identified and implemented through action plans.</p> <p>To promote a culture of continuous improvement and learning by conducting reviews, reflecting on complaints and other trends and eliciting feedback from customers to inform service improvements.</p> <p>To embed a culture of safety, ensuring compliance with health and safety, building safety, fire safety and safeguarding requirements.</p> <p>To lead a team of Retirement Living Officers, ensuring colleagues are clear on their roles and responsibilities and engaged in delivering</p>
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	<p>Midland Heart's corporate plan. Ensuring performance is managed and individuals are coached to achieve their full potential in line with their role objectives and personal development goals.</p> <p>To take part in an on call rota.</p> <p>All other duties commensurate with an operational management role including but not limited to actively contributing to the success of Retirement Living and Midland Heart, cross functional working, contract management and leading projects or initiatives.</p>
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<b>Education, Qualifications and Training</b>	Level 5 Management qualification or relevant experience
<b>Knowledge and Experience</b>	<p>Substantial record of housing management experience</p> <p>Substantial record of managing compliance including building safety, safeguarding, fire safety and health and safety</p> <p>Experience of managing budgets</p> <p>Experience of working in a multi-site environment</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>High customer service focus, with excellent communication and interpersonal skills.</p> <p>Strong commercial acumen.</p> <p>Ability to manage change effectively for themselves, their team and colleagues around them.</p> <p>Well organised, with the ability to work to tight deadlines and excellent attention to detail.</p> <p>Ability to work cohesively with internal and external stakeholders.</p> <p>Ability to adapt to changing demands and deadlines.</p> <p>Innovative and creative.</p> <p>Maintains effective work behaviour in the face of setbacks or pressure.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>