

Role Profile

Role Title:	Retirement Living Manager – Mutuals
Department:	Retirement Living
Role Purpose:	To maximise the delivery of high quality service, operational effectiveness and annual financial contribution across the Mutual schemes.
Reporting to:	Head of Mutuals
Responsible for:	Scheme Managers and Domestics
Disclosure level:	Enhanced plus Barring Lists
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Service Delivery</p> <ul style="list-style-type: none"> • To have responsibility for delivering a high quality service to members of the mutual. Responsible for continually reviewing the service provided in order to provide the most cost effective and efficient service. • Work to effectively build and manage positive relationships with the Mutual Committees. Support the committee in understanding their role and the different roles and functions of Midland Heart. • Set a clear vision for the mutual team to work to and ensure the vision is operationally effective. • To ensure the service meets current legislation, regulatory requirements, best practice and Midland Heart standards and the rules of the mutual. • Undertake Scheme Review Audits and scheme visit reports of each scheme and support the implementation of action plans to ensure continuous improvement. • Build effective relationships with Local Authority Safeguarding teams and ensure their requirements are acted upon. • Provide regular reports on the performance of each scheme and immediately report concerns or issues arising and make strategic decisions on actions to be taken.
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- Actively seek the views of the residents, relatives and significant others regarding the quality of the services by engaging in discussion during scheme visits and assisting with organisation resident involvement initiatives.
- Ensure S20 consultation is carried out effectively and in line with current legislation.
- To procure and manage effective contracts to support the delivery of Midland Hearts duties in relation to the mutuals.
- Collaboration and close working relationships with Governance Officers.

Housing Management

- To manage all Landlord and Tenant issues, disputes raised by the mutual's and management enquiries.
- To ensure Midland Heart are advising the committees in undertaking all building safety and compliance requirements

Budget Management

- Increase profitability by making effective use of staffing, controlling expenditure and aged debt and optimising operational efficiency.
- Ensure Scheme Managers and Domestic's understand and work with the agreed budgets and that they are accountable for variances and develop plans to rectify overspends.
- Oversee and take responsibility for the budget setting process for the service.
- Ensure Scheme Managers and Domestic's effectively support the Mutual Committees in undertaking effective budget planning.

Health & Safety

- Analyse quality indicator and health and safety reports and identify trends to inform improvements.
- Recruit, induct and provide effective leadership and direction to Scheme Managers and Domestic's.
- Promote a positive approach to Health and Safety, risk management by implementing the Organisation Health and Safety strategy.

Staff Management

- Support the process of investigating complaints and safeguarding

	<p>and the drafting of appropriate responses.</p> <ul style="list-style-type: none"> • Advise and support Scheme Managers and Domestic with all HR issues relating to the recruitment, retention, and supervision and performance management of staff. • Promote a culture of continuous learning and development, assess training needs, identify, and support staff with the potential to progress within the organisation. <p>Other duties</p> <ul style="list-style-type: none"> • Assist with the development and implementation of the Organisation Quality and Operational Strategy. • Provide on-call support.
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<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • NVQ Level 4 in Management, equivalent qualification or equivalent professional experience.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Substantial record of operational management experience • Relevant experience of all matters relating to mutual management including its legislative context and policy framework • Mutual tenures • Experience of managing budgets • Experience of working in a multi-site environment
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Strong and effective Leadership • Effective time management and organisational skills • Excellent interpersonal and communication skills • Ability to manage change effectively • Strong problem solving ability • Customer relations skills • Strong commercial acumen • Computer literate • Able to work on own initiative • Negotiation skills • Coaching Skills