

ROLE PROFILE

Role Title:	Retirement Living Officer – Sheltered Housing
Department:	Retirement Living
Role Purpose:	Delivering a high quality, commercial service, ensuring financial and compliance targets are met or exceeded and customers receive and excellent landlord service.
Reporting to:	Retirement Living Manager
Disclosure level:	Enhanced plus Barring Lists
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To deliver a high quality housing management service across sheltered housing scheme/s, responding to customer requests first time. Conducting all housing management related tasks such as sign ups and tenancy management.</p> <p>Develop positive relationships with customers, ensuring they are well informed by acting as a key channel of communication to your schemes through both verbal and written communications and by making information available in schemes.</p> <p>Identify any areas of service delivery that are below required standards and put an action plan in place to improve outcomes for customers.</p> <p>Ensure schemes are safe by conducting regular compliance checks and responding to any emerging building safety, fire safety or health and safety risks or issues. Ensuring all compliance actions are completed fully and in time.</p> <p>To respond promptly and effectively to crisis and emergency situations.</p> <p>To take responsibility for and monitor the day-to-day administration of the service, including housekeeping, ordering of supplies, notification of repairs and arrangements for replacements, as required.</p> <p>To manage all customer interactions in line with Midland Heart policies and procedures including utilising the relevant business system for the capture of customer data.</p>
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	<p>Ensure all expenditure is within scheme budget and in line with Midland Heart policies and procedures.</p> <p>To review and set annual service charges for customers; ensuring they accurately reflect all related costs and amenity charges.</p> <p>Ensure the scheme is a great place to live by conducting regular inspections and ensuring contractors meet customer needs and deliver against specification.</p> <p>Effective management of voids ensuring properties are let promptly and void loss is within target.</p> <p>Building partnerships in the local community, developing a strong profile and reputation for schemes.</p> <p>To promote customer wellbeing, ensuring safeguarding concerns are identified and responded to. Working with other agencies to signpost customers with additional support needs.</p> <p>To provide cover for absent Retirement Living Officers.</p> <p>To contribute to the wider Midland Heart and Retirement Living objectives.</p> <p>All other duties commensurate with a customer facing housing role including but not limited to working as part of a wider retirement living team, cross functional working and contributing to projects or initiatives.</p>
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Education, Qualifications and Training	<p>Level 3 Management qualification or relevant experience</p> <p>Evidence of ongoing continuous professional development</p>
Knowledge and Experience	<p>Knowledge and experience of housing management</p> <p>Knowledge and experience of managing compliance including building safety, safeguarding, fire safety and health and safety</p> <p>Knowledge and experience of customer involvement</p> <p>Knowledge of relevant legislation as it impacts upon the customers.</p> <p>Working knowledge of Health & Safety legislation and regulation</p> <p>Experience of managing budgets to ensure financial viability.</p>

Role Specific Skills & Behaviours	<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 and customers.</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>Strong understanding and respect for confidentiality.</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>
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