

Role Profile

Role Title:	Scheme Manager
Department:	Mutuals and Leasehold Team
Role Purpose:	The role requires the day-to-day management of a Leasehold Scheme for Older people. Managing risk, compliancy and change (Health and Safety, Fire, Safeguarding etc.) are key.
Reporting to:	Retirement Living Manager
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Service Delivery</p> <p>Undertake and accurately record compliance checks at scheme on a weekly basis including Fire Risk and Fire Safety, ensuring all Fire Risk Actions are completed on time to a high standard and working closely and collaboratively with colleagues to achieve these.</p> <p>Ensure all areas of health and safety around the scheme are managed effectively, ensuring that schemes are safe and compliant with all regulatory and contractual requirements.</p> <p>Promote Fire Safety, Health and Safety to customers</p> <p>Ensure GDPR compliance of all documentation/communication.</p> <p>Arrange and monitor repairs (including emergencies and planned works) to ensure that customers and buildings are protected.</p> <p>Respond to complaints or breaches of agreements/leases.</p> <p>Work closely with the Leasehold Officer to ensure all aspects relating to the lease are dealt with a prompt and professional manner.</p> <p>To facilitate and support the Leasehold Officer with respect of any sales/purchases at the scheme.</p> <p>Providing clear information to residents on the services provided</p>
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	<p>through informal and formal consultation</p> <p>Providing regular updates to customers with respect to Scheme related issues.</p> <p>Arrange and undertake regular customer meetings at scheme.</p> <p>Conducting wellbeing checks/calls of customers as and when required. Ensure safeguarding concerns are managed accordingly in line with policy and procedure.</p> <p>Signpost residents to support or external agencies where necessary.</p> <p>Contract Management Oversee management of planned programs of work; ensuring compliance and adherence to quality standards.</p> <p>To contribute to the effective contract management of designated contracts to ensure value for money and delivery of business and service objectives.</p> <p>Ensure monthly contractual estate management inspections are undertaken and any breach of contracts are escalated accordingly with the relevant contractor and if appropriate, through the internal contract management escalation process.</p> <p>Ensure customers are aware of the specification of contracts and the outcome of the completed monthly inspections.</p> <p>Formulate action plans with the relevant contractor where agreed specifications are breached.</p> <p>Participate in the management and procurement of environmental and maintenance contracts.</p> <p>Work with the procurement team to develop tenders for contracts where there are not suitable contractors in place to meet the needs of the scheme.</p> <p>Financial and Budget Management Ensure all capital expenditure requirements are delivered to timescale and remains within agreed budget levels.</p> <p>Other duties Ensure compliance with Midland Heart Policies and Procedures.</p>
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	<p>To represent Midland Heart at internal and external meetings in a professional manner and build effective and constructive relationships with organisation staff and work effectively with other members of the Midland Heart support functions</p> <p>Regular work-related travel to Midland Heart's head office (Birmingham) is required.</p>
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<p>Education, Qualifications and Training</p>	<p>Level 3 NVQ in Management or equivalent qualification, or equivalent professional experience.</p> <p>Fully IT literate including excellent Microsoft Office and Outlook skills</p>
<p>Knowledge and Experience</p>	<p>Experience in building management and building compliance.</p> <p>Experience of delivering targets providing excellent service delivery.</p> <p>Experience of working within a customer focused environment.</p> <p>Experience of developing effective working relationships with customers and other stakeholders.</p> <p>Experience of interpreting and working within contractual obligations.</p> <p>Experience of working within the parameters of set budgets and ensuring value for money is achieved.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Effective time management and organisational skills.</p> <p>Excellent interpersonal and communication skills.</p> <p>Ability to manage change effectively</p> <p>Negotiation skills</p> <p>Strong problem solving ability and work on own initiative</p> <p>Ability to work in a fast pace environment and managing competing demands.</p> <p>Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.</p> <p>Ability to team work, providing support to other managers to assist other schemes to achieve their targets.</p>