

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
Responsible for:	N/A
Disclosure level:	Enhanced DBS (including Barring List) and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • 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. • 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. • Identify any areas of service delivery that are below required standards and put an action plan in place to improve outcomes for customers. • 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. To respond promptly and effectively to crisis and emergency situations. • 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. • 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. • Ensure all expenditure is within scheme budget and in line with Midland Heart policies and procedures. • To review and set annual service charges for customers; ensuring they accurately reflect all related costs and amenity charges.
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	<ul style="list-style-type: none"> • Ensure the scheme is a great place to live by conducting regular inspections and ensuring contractors meet customer needs and deliver against specification. • Effective management of voids ensuring properties are let promptly and void loss is within target. • Building partnerships in the local community, developing a strong profile and reputation for schemes. • To promote customer wellbeing, ensuring safeguarding concerns are identified and responded to. • Working with other agencies to signpost customers with additional support needs. • To provide cover for absent Retirement Living Officers. • To contribute to the wider Midland Heart and Retirement Living objectives. • 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.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Evidence of ongoing continuous professional development.
Knowledge and Experience	<ul style="list-style-type: none"> • Knowledge and experience of housing management. • Knowledge and experience of managing compliance including building safety, safeguarding, fire safety and health and safety. • Knowledge and experience of customer involvement. • Knowledge of relevant legislation as it impacts upon the customers. • Working knowledge of Health & Safety legislation and regulation. • Experience of managing budgets to ensure financial viability.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • High customer service focus, with excellent communication and interpersonal skills. • Strong commercial acumen. • Ability to manage change effectively for themselves and customers. • Well organised, with the ability to work to tight deadlines and excellent attention to detail. • Ability to work cohesively with internal and external stakeholders. • Ability to adapt to changing demands and deadlines. • Innovative and creative.

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| | <ul style="list-style-type: none">• Strong understanding and respect for confidentiality.• Maintains effective work behaviour in the face of setbacks or pressure.• Understanding of and commitment to the principles of equality and diversity. |
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