

Role Profile

Role Title:	Scheme Manager
Department:	Mutual and Leasehold
Role Purpose:	Acting as a lone worker to provide day-to-day management of an independent living scheme(s) of mixed tenure for older persons. Managing risk, compliance and change (Health and Safety, Fire, Safeguarding etc.).
Reporting to:	Retirement Living Manager
Responsible for:	N/A
Checks:	Enhanced DBS and Social Media Check
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Resident Wellbeing and Engagement</p> <ul style="list-style-type: none"> • 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. • Ensure all data for residents is up to date and accurate. • Providing clear information to residents on the services provided through informal and formal consultation. • Ensure safeguarding concerns are managed accordingly in line with policy and procedure. • Signpost residents to support or external agencies where necessary and to any social events residents may be arranging in the scheme. • Undertake weekly wellbeing calls to residents who opt into the service. • Carry out and record a settling in visit with new residents. • Attendance, where necessary, to Resident Meetings to engage with residents about where they live/building related issues and/or signposting to appropriate support. <p>Service Delivery</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.
- 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.
- Promote Fire Safety, Health and Safety to customers.
- Ensure GDPR compliance of all documentation/communication.
- 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.
- Ensure the scheme is a great place to live by conducting regular inspections and ensuring contractors meet customer needs and deliver against specification.
- To provide cover for absent Scheme Managers.
- Respond to complaints or breaches of agreements/leases.
- Support the process of successful assignment/purchase of properties to new occupants, including interviewing prospective buyers and liaison with estate agents/solicitors.
- Regular travel to Midland Heart's Head Office in Birmingham for training and meetings is required.

Contract Management

- Oversee management of planned and unplanned programs of work; ensuring compliance and adherence to quality standards.
- To contribute to the effective contract management of designated contracts to ensure value for money and delivery of business and service objectives.
- Ensure regular 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.
- Ensure customers are aware of the specification of contracts and the outcome of the completed inspections.

	<ul style="list-style-type: none"> • Formulate action plans with the relevant contractor where agreed specifications are breached. • Participate in the management and procurement of environmental and maintenance contracts. • 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>Financial and Budget Management</p> <ul style="list-style-type: none"> • Ensure all capital expenditure requirements are delivered to timescale and remains within agreed budget levels. • To monitor local spend at scheme throughout the financial year and to work with Managers and Governance Officers to review this at the financial year end of the scheme. • Ensure compliance by raising purchase order numbers, prior to works being carried out, through relevant software. <p>Other duties</p> <ul style="list-style-type: none"> • Ensure compliance with Midland Heart Policies and Procedures. • To represent Midland Heart as Managing Agent at internal and external meetings in a professional manner. • To take accurate minutes at meetings and circulate those to attendees in a timely manner. • Build effective and constructive relationships with organisation staff and work effectively with other members of the Midland Heart support functions. • Complete all mandatory training and any additional training relevant to your job role. • Day to Day supervision of a part-time Administrator.
--	---

<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Housing Qualification to Level 3 or a willingness to work towards qualification. • Fully IT literate including excellent Microsoft Office and Outlook skills.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience in building management and building compliance. • Experience of delivering targets and providing excellent service

	<p>delivery.</p> <ul style="list-style-type: none"> • Experience of working within a customer focused environment. • Experience of developing effective working relationships with customers and other stakeholders. • Experience of interpreting and working within contractual obligations. • Experience of working within the parameters of set budgets and ensuring value for money is achieved.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • High customer service focus, with excellent interpersonal and communication skills. • Effective time management and organisational skills. • Ability to manage change effectively. • Strong problem-solving ability. • Able to work on own initiative. • Negotiation skills. • Ability to work in a fast pace environment and managing competing demands. • Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions. • Ability to team work, providing support to other managers to assist other schemes to achieve their targets.