

## Role Profile

<b>Role Title:</b>	Retirement Living Officer – Sheltered Housing
<b>Department:</b>	Retirement Living
<b>Role Purpose:</b>	Delivering a high quality, commercial service, ensuring financial and compliance targets are met or exceeded and customers receive and excellent landlord service.
<b>Reporting to:</b>	Retirement Living Manager
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Enhanced DBS (including Barring List) and Social Media Check
<b>Role Level:</b>	Frontline Worker

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