

Role Profile

Role Title:	Scheme Assistant
Department:	Retirement Living Plus
Role Purpose:	To play a pivotal role in supporting the Retirement Living Manager to maintain the running of the Retirement Living Plus scheme. To provide housing management support, domestic duties as well as supporting the on-site catering provision.
Reporting to:	Retirement Living Manager
Responsible for:	NA
Checks:	Enhanced DBS and Social Media Check
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>To ensure all callers to the scheme, residents, authorised visitors, have legitimate business within the scheme.</p> <p>To have a customer first approach providing a first point of contact for all customers, visitors and contractor enquiries. Taking ownership of issues and ensuring that they are progressed or escalated appropriately.</p> <p>Responsible for ordering, monitoring and rotation of cleaning materials.</p> <p>Responsible for monitoring the expenditure of the scheme cleaning supplies budget. Reporting any variances to the RLM.</p> <p>Ensure all communal areas are cleaned to a high standard. To be proactive in dealing with any unplanned cleaning emergencies including spillages and accidents in communal areas.</p> <p>To maintain the environment; deep clean carpeted and non-carpeted areas, soft furnishings, fixtures and fittings; windows and walls; maintain storage areas to ensure clean, tidy and organized.</p> <p>To assist in booking and conducting viewings within the scheme in relation to prospective new residents.</p> <p>To undertake health and safety duties in line with the Midland Heart Health and Safety Policy and Procedures.</p> <p>To be responsible for the management of C.O.S.H.H in line with all company and legislative policies. To ensure COSHH data spreadsheets are available and Risk Assessments are completed and reviewed regularly, annually or as any changes occur.</p> <p>To test fire equipment and undertake health and safety compliance checks in accordance with regulations and maintain suitable records.</p>
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	<p>To report any breaches of the above H&S or perceived risks within the scheme to the Retirement Living manager.</p> <p>To undertake some day to day administration as per Retirement Living manager's instructions, including handling general enquiries such as queries, complaints and maintenance reporting and recording repairs.</p> <p>To support the catering service on-site by undertaking kitchen and front of house duties.</p> <p>To undertake laundry duties for items used within the kitchen, restaurant and scheme.</p> <p>To utilise Midland Heart IT systems to record, update and communicate with internal and external customers.</p>
<p>Education, Qualifications and Training</p>	<p>Educated to GCSE level or equivalent.</p> <p>Level 2 Food Safety & Hygiene or willingness to complete the training within the first 6 months of employment.</p>
<p>Knowledge and Experience</p>	<p>Proficient computer skills including Microsoft office applications (Word, Excel, Outlook).</p> <p>Experience in food handling and food service (front of house).</p> <p>Experience in cleaning of communal areas.</p> <p>Experience of working within an office environment.</p> <p>Experience in a front facing customer service role.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Ability to work with a diverse customer group, specifically older people and those with support needs.</p> <p>Ability to work on your own initiative and as part of a team.</p> <p>Professionalism and a commitment to Equality and Diversity.</p> <p>Commitment to the values and ethics of the organisation.</p> <p>To be flexible as this role involves working unsociable hours (early mornings, evenings and weekends).</p>