

## Role Profile

<b>Role Title:</b>	Scheme Manager (Retirement Living)
<b>Department:</b>	Retirement Living - Mutuals
<b>Role Purpose:</b>	<p>A lone-worker responsible for the day-to-day management of Retirement Living Scheme(s), of mixed tenure, for older customers, ensuring:</p> <ul style="list-style-type: none"> <li>• A consistently excellent housing management service is provided, including ensuring that repairs, grounds maintenance and environmental contracts are delivered to a high standard.</li> <li>• The safety of our customers by completing regular compliance checks including health &amp; safety, building safety &amp; fire safety, in line with regulatory requirements.</li> <li>• The development and maintenance of positive relationships with our customers, interacting with them regularly to ensure their needs are understood and key messages are delivered.</li> </ul>
<b>Reporting to:</b>	Retirement Living Manager
<b>Responsible for:</b>	No direct reports
<b>Checks:</b>	Enhanced DBS & Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensuring the scheme is fully compliant with Building Safety, Fire and Health &amp; Safety and safeguarding legislation.</li> <li>• Ensure GDPR compliance of all documentation/communication.</li> <li>• Arrange and monitor medical/repair emergencies to ensure that customers and buildings are protected.</li> <li>• Managing repairs, grounds maintenance and environmental contracts etc. to ensure a high-quality service is delivered.</li> <li>• Respond to complaints or breaches of agreements/leases.</li> <li>• Support the process of successful assignment of properties to new occupants, including liaison with estate agents.</li> <li>• Providing clear information to residents on the services provided through informal and formal consultation.</li> <li>• Monitoring the general wellbeing of customers - promoting safe,</li> </ul>
----------------------------------	---

	<p>independent living.</p> <ul style="list-style-type: none"> <li>• Regular travel to Midland Heart's Head Office in Birmingham for training and meetings is required.</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• GCSE English &amp; Mathematics grade C minimum or equivalent.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working within a customer-focussed role.</li> <li>• Previous experience of applying building safety practices such as health &amp; safety, building safety &amp; fire safety checks.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Lone worker who can organise and prioritise workload using own initiative to resolve problems.</li> <li>• Can adapt to and manage change</li> <li>• A methodical, organised approach to work and self-motivation to complete tasks to the required quality and within timescales.</li> <li>• A positive attitude and approachable to customers.</li> <li>• Enthusiastic and solution focussed.</li> <li>• Have a team work ethic whilst lone working.</li> <li>• Able to deal with people in an assertive, fair and consistent manner with some conflict management.</li> </ul>