



Job Description

Role title	Scheme Manager	Directorate	Operations
Level	Staff member	Department	Neighbourhoods – Independent living

Accountable to	Team Manager (Independent living)
Accountable for:	N/A

<u>Job purpose:</u>	
<ul style="list-style-type: none"> To provide an effective housing management and support service to older residents within defined policies and procedures and in accordance with agreed standards. 	
<u>Principal accountabilities:</u> List the major activities, or functions necessary to achieve the job's required outcomes. Each statement is timeless and relates specifically to the role. As a guide there should be 12 major areas of responsibilities.	
1	Deliver an effective customer focused housing management and support service working with multi-agency partners which embraces Optivo culture, current and future legislation, policy, procedure and best practice.
2	Deliver the service in line with agreed parameters for the role.
3	Conduct assessments of risk and need and provide personalised support to residents.
4	Understand the housing management performance targets relevant to your scheme(s) and take action to contribute to their achievement.
5	Work closely with other agencies to ensure residents are able to access a full range of services and support.
6	Maintain administration systems and databases, processes and accurate records and provide monthly performance reports and information for other reports, as required.
7	Maintain Health and Safety requirements in accordance with Health and Safety policies and site-specific risk assessments. Undertaking checks as required.
8	Actively promote and encourage resident involvement and participation, in liaison with other teams as required. Supporting residents to use online services where appropriate.
9	Assist the income management team in ensuring rental and service charge income is maximised and recovered.
10	Be proficient in the use of technology and competent in the use of Microsoft Office embracing new ways of working. Maximising the use of mobile technology to carry out day to day and targeted activities/campaigns.

11	Contribute to service improvement by actively putting forward ideas and contributing to team meetings and other events.
12	Embrace and promote Optivo culture, C.O.R.E. values and behaviours, helping create an environment which is supportive and a place where it's enjoyable to work.
<p><u>Relationships:</u> Indicate below key networks and relationships the job holder will need to maintain or develop:</p> <ul style="list-style-type: none"> • Housing Management, Income, Lettings, Property Services • Contact centre, Technology and CRM Teams • Customer Experience Team (Complaints) • Resident involvement and community development teams • Customers/engaged customers • Local Authorities, Police, Social Services and other statutory and voluntary agencies. 	
<p><u>Person specification:</u></p>	
<p>Knowledge, skills and abilities: Describe the technical and other knowledge, experience, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications (specify essential and desirable criteria).</p>	
1	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Experience of working in supported housing / housing related support environment is desired • Knowledge of care & support services, including relevant legislation and good practice.
2	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language • Able to develop partnership working with other agencies to generate effective solutions to problems • Ability to manage time & tasks effectively, work well under pressure both individually and in a team to deadlines, delegating appropriately • Good negotiation and influencing skills
3	<p><u>Abilities</u></p> <ul style="list-style-type: none"> • Customer-focused • Can prioritise work in order to meet deadlines • Able to work under pressure with minimum supervision • Able to work productively with other departments • A 'can do', proactive approach to problem solving • Willing to learn and continue in personal development by attending conferences, seminars, webinars and training • Able to build strong relationships in Optivo and beyond. • Hold a full driving licence with access to own vehicle (Essential)
4	<p><u>Behavioural competencies</u></p> <p>The All Staff behavioural competencies apply to this role</p>

Further relevant information

Travel between sites will be a requirement for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Date: October 2018