



## ROLE PROFILE

<b>Role Title</b>	Retirement Service Scheme Manager	<b>Role Code</b>	472
<b>Directorate</b>	Operations: homes & communities	<b>Department</b>	Older peoples services
<b>Responsible to</b>	Retirement Service Team Leader(s)	<b>Responsible for</b>	N/A

<b>Role Purpose</b>	<i>Brief description of the role</i>
1. To provide an effective housing management and support service to customers in designated scheme(s), within defined policies and procedures and in accordance with agreed standards.	

<b>Responsibilities and Accountabilities</b>	<i>Statement of the main areas of responsibility</i>
<ol style="list-style-type: none"> <li>1. To work with customers to ensure they receive a high quality housing management and support service.</li> <li>2. To deliver the service in line with agreed parameters for the role.</li> <li>3. Conduct assessments of risk and need and provide personalised support to residents.</li> <li>4. Understand the housing management performance targets relevant to your scheme(s) and take action to contribute to their achievement.</li> <li>5. To work closely with other agencies to ensure that residents are able to access a full range of services and support.</li> <li>6. Maintain administration systems and databases, processes and accurate records and provide monthly performance reports and information for other reports, as required.</li> </ol> <p><b>Standard Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To adopt and comply with Optivo's values, policies and procedures, and regulatory frameworks including:             <ul style="list-style-type: none"> <li>★ Code of Conduct</li> <li>★ Health and Safety</li> <li>★ Data Protection and use of IT resources</li> <li>★ Regulatory Standards and probity</li> <li>★ Risks and internal controls framework</li> <li>★ Human Resources policies and procedures</li> <li>★ Equality and diversity</li> </ul> </li> <li>• No role profile can cover every issue which may arise within the post at various times. The postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.</li> <li>• There may be the requirement to work evenings and weekends as services are developed and new contracts are won.</li> </ul>	

<b>Knowledge, Skills and Experience</b>	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in supported housing / housing related support environment is desired.</li> <li>• Knowledge of care &amp; support services, including relevant legislation and good practice.</li> <li>• Excellent approach to customer service – both in writing, in person and on the telephone</li> </ul>



	<ul style="list-style-type: none"> <li>Proficient in the use of Microsoft Office including Word and Excel.</li> </ul> <p>Travel between sites will be a requirement for this role.</p> <p>There may be a requirement to attend meetings and other activities outside of normal working hours.</p>
--	---

<b>Competencies</b>		
<i>The behaviours we expect from you at work and the level of professional / technical competency required to do the job.</i>		
<b>Competency</b>	<b>Outcomes</b>	<b>Level</b>
<p><b>Solution-focused</b> <i>Taking responsibility and taking action to promote great customer service, with a 'Can Do' attitude:</i></p>	<ul style="list-style-type: none"> <li>★ Considers and actively promotes internal and external customer's views and aspirations to help them realise them.</li> <li>★ Encourages others to be positive and display a can-do attitude, particularly to resolving issues and problems.</li> <li>★ Takes ownership and responsibility for more complex issues and problems and ensures that they are resolved effectively.</li> <li>★ Is pro-active and creative in seeking solutions to problems, and in driving up quality.</li> </ul>	<b>2</b>
<p><b>Team Spirited</b> <i>Working as a team towards common goals, creating a sense of team spirit and communicating effectively</i></p>	<ul style="list-style-type: none"> <li>★ Communicates effectively with others, and values differing perspectives.</li> <li>★ Looks to involve and learn from others within the wider organisation not necessarily with those in the same role, and works together to solve problems.</li> <li>★ Develops own knowledge and skills by actively participating in team-building activities, and by learning about the roles of other team members.</li> <li>★ Provides guidance to and imparts knowledge on new team members to ensure they get up to speed quickly.</li> </ul>	<b>2</b>
<p><b>Ambitious to Succeed</b> <i>Striving for quality and excellence, learning from best practice and working through any barriers to success</i></p>	<ul style="list-style-type: none"> <li>★ Seeks to exceed customer expectations and improve services and quality.</li> <li>★ Works efficiently and looks for ways to improve value for money in our services and cut waste and bureaucracy, passing these ideas to the relevant Manager/specialist.</li> <li>★ Actively seeks ways to learn from others and continuously improve.</li> <li>★ Actively seeks resident and customer views and considers how they can meet and exceed these; feeds ideas into future team plans.</li> </ul>	<b>2</b>
<p><b>Responsive &amp; Resourceful</b> <i>Being polite, honest and open and taking ownership to do what we say we will do</i></p>	<ul style="list-style-type: none"> <li>★ Deals effectively and positively with feedback and complaints about service or work done</li> <li>★ Takes ownership for ensuring that customer's expectations are met and exceeded where possible in putting things right.</li> </ul>	<b>2</b>



	<ul style="list-style-type: none"> <li>★ Finds creative ways of delivering results that go beyond what is expected wherever possible</li> </ul>	
<p><b>Equality, Diversity &amp; Respect</b> <i>Understanding, encouraging and embracing diversity and treating others with dignity and respect</i></p>	<ul style="list-style-type: none"> <li>★ Ensures that the customers and staff they work with are aware of equality and diversity standards.</li> <li>★ Tailors services to meet differing customer needs, and utilises the support mechanisms available.</li> <li>★ Is able to manage the requirements of diverse customers in a timely and effective manner without compromising the quality of service.</li> <li>★ Appropriately challenges unacceptable behaviour in others.</li> </ul>	<b>2</b>
<p><b>Value for Money</b> <i>Working efficiently and being non-wasteful; thinking of ways to save money and resources</i></p>	<ul style="list-style-type: none"> <li>★ Understands the principle of value for money and implements this in their day-to-day work.</li> <li>★ Looks for ways to work more efficiently, and highlights potential cost savings and efficiencies to the relevant Manager.</li> <li>★ Where required, maintains accurate financial and other records and uses the data in an appropriate way.</li> </ul>	<b>1</b>
<p><b>Managing Risk</b> <i>Understanding and acting upon potential risks relevant to your work</i></p>	<ul style="list-style-type: none"> <li>★ Understands basic principles of risk within own area of work and how risk can impact the organisation.</li> <li>★ Is alert to and flags any identified risks to the relevant Manager.</li> <li>★ Is aware of the risk register for their own team.</li> </ul>	<b>1</b>
<p><b>Health &amp; Safety</b> <i>Working in a way that ensures the health &amp; safety of all and being alert to potential hazards</i></p>	<ul style="list-style-type: none"> <li>★ Understands the key health and safety requirements and regulations relating to own area of work, and ensures they comply with these. This may include: working environment (temperature, ventilation, lighting), safety (obstructions, slipping / tripping hazards), welfare and health facilities, manual handling (lifting, moving and carrying weights), display screen equipment, personal protective equipment, Control of Substances Hazardous to Health regulations (COSHH), electricity at work regulations, first aid regulations, reporting of injuries, diseases and dangerous occurrences regulations, and construction (design and management) regulations.</li> <li>★ Is alert to identifying health and safety risks and takes action to deal with more straightforward issues.</li> </ul>	<b>2</b>
<p><b>Supported housing</b></p>	<ul style="list-style-type: none"> <li>★ Demonstrates a clear understanding of the needs of the clients, both as collective groups and individuals and tailors approach accordingly.</li> <li>★ Is aware of any relevant legislation and regulatory frameworks relevant to their client group and area of work.</li> <li>★ Able to establish effective links with other support agencies, partners and advocates in order to provide the best service and gather information required.</li> </ul>	<b>2</b>



	★ Able to undertake care/needs assessments and produce a support plan.	
--	--	--