

ROLE PROFILE

ROLE TITLE	Independent Living Area Manager
DEPARTMENT	Independent Living
OPERATING ASSOCIATION/ DIRECTORATE	Customer Services
RESPONSIBLE TO	Regional Manager (Independent Living)
RESPONSIBLE FOR	Up to 6 Scheme Managers and employees

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>To manage the delivery of excellent housing and services to older and vulnerable customers in an area. Providing management support to scheme-based employees, and responsible for meeting performance targets, managing budgets. Liaison with colleagues in Property Management, Tenancy Services, Lettings and the Customer Service Centre.</p>	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<ul style="list-style-type: none"> • To support the area team to understand and deliver Orbit priorities, objectives and vision. • Ensure the delivery of high quality housing and related services to meet the needs and expectations of older and vulnerable customers. • To meet KPIs and team targets, and achieve high levels of performance and customer satisfaction. • Manage local budgets, including staffing, and improve financial performance and value for money. • Conduct audits and review operational practices, constructively challenging existing practices, sharing best practice and learning with colleagues, and finding solutions to problems, within a culture of continuous improvement. • Manage, motivate and engage staff members to strive for excellence, engage and communicate positively with customers. • Ensure that team members achieve personal and team targets and objectives, and support their personal and professional development. • Ensure strong inter-team relationships are developed and sustained within the organisation and with service delivery partners • Ensure complaints are answered promptly and managed to resolution • Ensure that all risks are proactively identified and managed to resolution, and that health and safety policies and requirements are understood and complied with. 	

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Experience of managing housing and services to older and vulnerable customers. • Experience and skills in people management and development • Experience of setting and monitoring targets and KPIs, and improving performance • Practical experience of setting and managing budgets and monitoring financial performance • Strong customer service ethos and culture, able to make decisions based on customer feedback and understanding their needs • Understanding of and commitment to equality and diversity, treating others with respect and managing the impact of behaviours on others. • Experience of customer engagement and communications • Able to work at own initiative, plan and organise own work and that of the team • Able to manage and embed change, understanding the impact on colleagues and customers • Ability to work collaboratively across different teams, and with partners, to achieve shared goals • A commitment to continuing professional development • Ability to create a safe, continuous improvement culture • Knowledge of social housing funding, regulation and current housing sector practice • IT literate and able to use Orbit property database, CRM, Outlook, etc. • Excellent verbal and written communication skills • Willingness and ability to travel • Willing and able to participate in the out of hours emergency roster.

Orbit is an Equal Opportunities Employer and all employees are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	