

## ROLE PROFILE

<b>ROLE TITLE</b>	Independent Living Scheme Manager
<b>DEPARTMENT</b>	Customer Services
<b>DIRECTORATE</b>	Independent Living
<b>RESPONSIBLE TO</b>	Independent Living Area Manager
<b>RESPONSIBLE FOR</b>	Independent Living Scheme Assistant and other fixed scheme staff.

<b>ROLE PURPOSE</b>	<i>One or two sentences giving a simple statement of why the role exists</i>
To effectively and professionally manage extra care housing in line with Orbit's policies and procedures. To provide high quality housing related support to older and vulnerable people, promoting independence and providing a safe and secure environment for our customers to live in. To be an advocate for extra care and the services provided, with both internal teams and external partners.	

<b>ACCOUNTABILITIES / RESPONSIBILITIES</b>	<i>Statement of the main areas of accountability and responsibility</i>
<p><b>Management and compliance:</b></p> <ul style="list-style-type: none"> <li>• Responsible for H&amp;S requirements in accordance with H&amp;S policies and specific risk assessments.</li> <li>• Responsible for ensuring all administration is efficiently and effectively completed in accordance with Orbit's policies, procedures and practices.</li> <li>• Responsible for ensuring that the building and all communal areas are welcoming and maintained to a high standard.</li> <li>• Responsible for compliance checks being completed daily/weekly /monthly and within agreed timescales.</li> <li>• Understand the use of site systems and equipment, carry out appropriate checks and tests as required.</li> <li>• Monitoring the grounds maintenance/cleaners and contractor's performance while they are on site; raising concerns to the relevant departments so the matter can be resolved.</li> <li>• Undertake the care and catering contract monitoring for the scheme; facilitating meetings with the providers, internal departments and engaging with contract review meetings. Ensuring any concerns are escalated to the Area Manager.</li> <li>• Responsible for ensuring the scheme and surroundings are a safe and secure environment, reporting all potential hazards immediately to prevent accidents or incidents.</li> <li>• Respond and manage initial instances of anti social behaviour at the scheme to help resolve the matters before they escalate, seeking advice and support where needed by the line manager.</li> <li>• Manage the IL Scheme Assistant and other scheme staff in respect of 121's, inductions, sickness and performance management and other managerial responsibilities.</li> <li>• Ensure the teams training and development needs are met.</li> <li>• Ensure that the Orbit safeguarding procedure is followed, and actions required are immediately followed up to ensure the safety of our customers.</li> <li>• Responsible for all tenancy management aspects to ensure all paperwork and</li> </ul>	

tenancies are up to date; including managing decants, sole to joint, joint to sole, assignments, successions, mutual exchanges and death of a customer

- Ensure that all relevant FRA's actions are up to date to ensure we are working in a safe environment.

#### **Financial performance:**

- Manage the voids within the scheme to ensure they are let as quickly as possible to a suitable applicant, to reduce the void loss.
- Responsible for marketing vacancies externally with other agencies, and within the local area to generate interest for future vacancies.
- Manage and monitor the service charge expenditure and budgets monthly, ensuring that variances are accounted for. Work in partnership with finance to set accurate budgets and service charges.
- Provide advice to customers on rent and service charge payments to ensure a proactive approach to the arrears process is taken

#### **Customer engagement:**

- Create a lively and vibrant environment to reduce social isolation.
- Responsible for making sure new customers are welcomed and inducted to the scheme, so they understand how the services operate.
- Respond effectively to complaints and concerns and escalating to line management or other departments where required.
- Facilitate, implement and manage choice and consensus on matters relating to the scheme.
- Chair customer meetings and ensure any issues are swiftly resolved.

#### **Customer service:**

- Develop and maintain professional relationships with customers and stakeholders, ensuring you adhere to the code of conduct and professional boundaries.
- Actively encourage and support social activities to support the improvement of wellbeing; involving older customers within the local community.
- Develop and maintain appropriate records and where needs are identified referring/ signposting to relevant external agencies.
- Working in partnership with internal colleagues to ensure a seamless service is delivered to customers and leaseholders.
- Chair allocation panel meetings to ensure that Orbit is represented, and the most suitable applicant is allocated a property.
- Responsible for ensuring that all aspects of the wellbeing procedure are carried out.

#### **General:**

- Undertake any other duties in line with the general responsibility of the role
- Be aware and comply with the organisations policies and procedures related to the role.
- To provide support and cover where required and in the event of other IL Scheme Officers absence.
- Attend training courses and team meetings as and when required.

**KNOWLEDGE/SKILLS/EXPERIENCE/BEHAVIOURS**

*The tools  
needed to do  
the role*

Essential	<ul style="list-style-type: none"> <li>• Proven ability in managing people effectively, including managing good/poor performance, recruiting, inducting, developing and motivating people.</li> <li>• Listens and develops a clear understanding of situations/issues/queries, to resolve matters.</li> <li>• Able to explain detailed information to others to ensure a clear understanding.</li> <li>• Effectively handles disagreements and resolves conflicts in a positive and constructive manner</li> <li>• Effective problem solving and negotiating skills</li> <li>• Excellent standard of reading, writing and numeracy.</li> <li>• Competent user of ICT, with the ability to send emails, compose and print letters, complete online forms and be able to use in-house IT packages such as Microsoft word, outlook and excel.</li> <li>• Experience of managing contracts.</li> <li>• Experience of managing mixed tenure sites.</li> <li>• Experience of chairing multi disciplinary meetings.</li> <li>• Knowledge and/or experience of the issues faced by older people or vulnerable groups.</li> <li>• Travel across different schemes as required.</li> <li>• Acts professionally in situations which may arouse strong reactions in self or others.</li> <li>• Is aware of own strengths, development needs and preferences.</li> <li>• Is self reliant and able to judge when it is appropriate to draw on support.</li> <li>• Present self confidently.</li> <li>• Holds self accountable for meeting their commitments and proactively manages the service.</li> <li>• Considers and chooses words carefully when seeking to persuade others.</li> <li>• Keeps people informed of business decisions and the rationale.</li> <li>• Uses appropriate language when dealing with internal &amp; external people.</li> <li>• Promotes an environment of cooperation and support within the team by setting and reinforcing team expectations.</li> <li>• Able to have a customer perspective and respond effectively to their needs and expectations.</li> <li>• Able to build and maintain professional relationships with customers and colleagues to ensure the customer has a great experience of the services being delivered.</li> <li>• Positively represent and promote Orbit and Independent Living At all times.</li> <li>• Act as role model for professional standards and provide a flexible Service, driving the customer first attitude.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• CIH level 3 or 4 in Housing Practice, equivalent qualification or the desire to undertake a professional qualification.</li> </ul>

Orbit is an Equal Opportunities Employer and all staff 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	