

Job title: Deputy Scheme Manager – Extra Care

Line manager: Area Manager

Grade (if applicable): Grade 4



Role purpose:

To have responsibility for the day to day housing management and services provided at an extra care scheme comprising of residential apartments. The scheme is rented and has community facilities. To take responsibility to manage the estate alongside the Scheme Manager whilst having Values at the heart of the service provided.

Key results:

Ensure the scheme reaches and maintains key performance on voids and arrears and compliance fire action targets throughout the financial year.

Ensure excellent communication with residents by holding face to face meetings and sending regular communication through letters and newsletters.

You will work closely with residents and supporting stakeholders to provide a supported living environment with the focus on independency.

You will work cohesively with Asset colleagues to deliver the asset investment programme by the end of the financial year.

To ensure you demonstrate and evidence the company Values within services provided.

To actively contribute to the integration and merger activities within Peabody Supported Housing & Care Directorate.

Success metrics:

Positive feedback from customers on services received.

The scheme has a positive and happy feel.

Scheme KPI's will be achieved within appropriate timescales.

All customers and stakeholders responded to within the agreed Service Level Agreements.

The scheme remains Health and Safety compliant.

All relevant policies and procedures understood and adhered to.

About you:

You will be:

You will be totally committed to delivering excellent customer experience – being easy, reliable and empathetic in the way you deal with customers, and colleagues. You will also possess:

- Excellent interpersonal and customer service skills
- Clear written and verbal communication
- Good knowledge of IT including, Word, Excel and Microsoft Office
- Ability to work collaboratively and to develop excellent team working
- Strong leadership
- Organised with good time management skills
- Ability to build positive customer and stakeholder relationships
- Good standard of education
- Can do attitude/resilient and calm
- Ability to climb stairs
- Willingness to attend all core and relevant training

You will have:

Essential

- Experience of working with older/vulnerable people
- Experience in scheme housing management
- Effective knowledge and experience of managing staff
- Experience of working with stakeholders
- Knowledge of the health and safety compliance responsibilities
- Understanding of the support and care needs of older people
- Good understanding of equality and diversity
- Driving licence and access to a vehicle

Desirable

- Experience of managing a mixed tenure extra care or retirement scheme
- Experience of managing/monitoring of commercial contracts
- Experience in liaising with other stakeholders such as adult care services, voluntary organisations/local authority departments
- Experience in managing voids and arrears

This role is subject to an Enhanced DBS check.