

Job title: Scheme Manager

Line manager: Service Manager (Older Peoples' Services)

Grade (if applicable): Grade 4

Direct reports: Cleaner/caretaker/facilities assistant*



Role purpose:

To provide high quality management to an older people's housing scheme, supporting residents where required to maintain their independence, resolve repairs and maintenance issues, and ensure safety and security.

The role requires excellent communication skills, both written and verbal, with the natural ability to network and build effective relationships with key colleagues across the organisation and externally.

Key results:

- Provide practical assistance to customers, supporting them in resolving their queries and issues, Manage their reasonable expectations and identify proactive resolutions.
- Continuously assess residents' needs to ensure they have the right level of support,
- Develop and maintain relationships with internal and external agencies in order to effectively signpost residents to additional/specialist care and support where required.
- Identify and act on any safeguarding concerns, and manage risks appropriately.
- Proactively manage access to services, leading on the assessment of people referred, conducting tenancy sign-ups, and supporting incoming residents to settle into their new home.
- Update and maintain case management systems, ensuring we hold accurate data on residents and comply with the Data Protection Act/General Data Protection Regulation.
- Report and proactively monitor reactive repairs, preventative maintenance and estate services, both internally and to the wider grounds.
- Provide access for (including checking credentials) and appropriately supervise contractors, statutory service workers and other professionals, whilst on the premises.
- Follow Peabody policies and procedures and ensure compliance in relation to fire safety and other health and safety requirements, dynamically assessing risk and fulfilling specific duties such as fire marshalling or first aid.
- Follow all other relevant Peabody policies and procedures, including those specific to Older People Services
- Generate community spirit and resident participation, organising, facilitating and delivering activities that improve health and wellbeing and promoting use of communal spaces.
- Line-manage a Cleaner/Caretaker/Facilities Assistant as required to ensure a high standard of cleanliness throughout the scheme.
- Provide cover for other schemes, including taking part in buddying arrangements, when required to ensure a consistent level of service delivery.
- Attend training as required for the effective fulfilment of the role, as well as mandatory training as determined organisationally.
- Undertake any other duties reasonably required by the management team.

Success metrics:

- Schemes are managed to a high standard in terms of cleanliness, repairs and statutory requirements in terms of fire, safety and health at all times
- Schemes and premises feel like a home, not an institution

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- Resident satisfaction is high and residents feel safe, secure and respected in our schemes
- Opportunities for engagement and activity, both within schemes and in the locality meet residents' reasonable expectations

About you:

You will be:

- Able to work independently, exercising initiative and good judgement.
- A strong team player, supporting colleagues and managers to ensure consistently excellent services
- Able to work under pressure and meet deadlines and targets, and effectively manage your time to balance multiple priorities.
- Able to develop professional relationships with residents and internal and external customers, whilst maintaining appropriate boundaries.
- A Competent user of Microsoft Office applications and IT skills.

You will have:

- Experience of providing support to vulnerable adults, and knowledge of health and social care issues in a residential setting.
- Experience of conducting risk assessments.
- Experience of housing management, reporting repairs and health and safety.
- Proven ability to deliver good customer care.
- Knowledge of equality, diversity and inclusion in a relevant setting.
- Strong communication skills in both written and verbal tasks.

*As required

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