



‘JOB DESCRIPTION

Job Title:	Scheme Manager
Reports To:	Local Delivery Manager / Local Delivery Team Leader
Team:	Local Delivery
Directorate(s):	Operations
Grade:	BHA B3
Job purpose:	<p>Responsible for the provision of excellent customer focussed services to all of Broadland Housing’s customers – in line with Broadland Housing’s Customer Service Standards and relevant polices/procedures.</p> <p>Responsible for delivering welfare, support and management services to residents living within sheltered housing schemes to enable them to live as independently as possible.</p> <p>To deliver allocations, lettings and tenancy management as well as compliance and H&S Checks.</p>

Overview:

<p>1. Key skills to do the job</p> <ul style="list-style-type: none"> • An understanding of welfare benefits and the impact this can have on our tenants’ income and ability to afford to pay their rent. • An awareness of external support services. • Knowledge of housing legislation, tenancy agreements, safeguarding legislation. • Awareness and understanding of relevant H&S and compliance legislation to include Legionella testing, Fire regs, Slips trips & falls.
<p>Required behaviours – Mandatory for all roles within Broadland</p>
<p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.</p>

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Expresses information, thoughts and ideas fluently and concisely, in spoken and written form, to a variety of audiences.
- Is able to assess the needs of a situation and tailor communication accordingly.
- Establishes positive relationships with a variety of people, both internal and external and actively works to promote a favourable impression of the organisation, whilst working as part of a team.
- Can maintain own position and withstand challenges from others, whilst assertively negotiates and shows a willingness to find a common ground but will not move from predetermined position.
- Puts forward arguments persuasively and is skilled in gaining agreement from others on issues and adapts style according to the situation, using a range of influencing styles as appropriate.

3. Delegated authority

- To ensure all performance targets are met in relation to allocations and lettings, tenancy management and support for own scheme – and for other schemes in times of absence.

- To ensure that all concerns relating to the Safeguarding of Adults & Children are reported appropriately to ensure compliance with any legislative requirements.
- Carry out health and safety checks such as fire alarm testing as arranged within sheltered housing schemes, as directed.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To be the first port of call for residents and represent Broadland dealing with daily enquiries, passing on repairs and low level complaints.
- To carry out welfare checks (calls) daily, H&S checks (monthly), Fire alarm testing (weekly), Legionella testing (weekly) and Pull cord testing (monthly). Work as a team to ensure these tasks are carried out at other schemes in periods of absence and follow up any exception reports.
- Monitor the pull cord system during the day and respond to emergencies and other queries.
- To escalate any welfare concerns following the daily welfare calls and follow the correct process should the tenant not respond.
- Complete the TV license for the scheme on an annual basis.
- Responsible for maintaining effective relationships with partner organisations, local authorities and other agencies throughout the region to ensure residents fully benefit from services either provided directly or via other organisations.
- To deliver tailored support to residents to enable them to live independently, ensuring compliance with any legislative or contract requirements.
- To monitor the welfare of customers through support planning
- To ensure that homes are let to qualifying applicants, meeting the Association's lettable standard, complying with the Association's nominations and allocations agreements with partner agencies and organisations.
- To maximise rental income and minimise rent loss and rent arrears by carrying out appropriate financial assessments at allocation and throughout the duration of the tenancy.
- To assist tenants in claiming relevant welfare benefits, maximising their income and ensuring rent is paid through appropriate methods.
- To monitor and administer the use of scheme Guest Room facilities, including the receipt of payments, issuing of receipts and forwarding of funds to the Association.
- Responsible for the delivery of support, tenancy, and estate management services to residents living in sheltered housing.
- To work with other professional and voluntary agencies to develop support strategies to enable them to live as independently as possible, whilst ensuring that their welfare is monitored appropriately.
- To work closely with the Tenancy Support Team and other statutory and non-statutory services to develop and deliver a range of support services to customers to ensure tenancy sustainment and to improve life chances.

- Responsible for the allocation and letting of empty homes within sheltered housing in partnership with other departments and local authorities.
- To deliver the Association's commitments in respect of anti-social behaviour in line policy and procedure, in partnership with the wider community and relevant statutory and non-statutory agencies.
- To work closely with the Income Recovery Team to ensure that the Association's income is maximised and undertake visits to tenants in arrears as part of the Income Recovery Process.
- To work with other professional and voluntary agencies in the development of good neighbourhood relations and take the lead on resident consultations.
- To participate in service reviews, using UIC principles, for the Association to achieve efficient services, best practice and innovative service improvement projects that meet residents' needs.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Scheme Manager

Essential Criteria

Qualifications

- Minimum of 5 GCSEs or equivalent, including Maths & English Language.
- Driving Licence as travel throughout Norfolk to provide support and cover to other sheltered housing schemes is required.

Experience

- Around 3 years' experience of working in a similar role providing in depth support to a client group – giving advice and guidance on a range of specialist matters.
- Good digital, numeracy, literacy skills.
- An understanding of:
 - The principles of providing support.
 - Welfare benefits relevant to tenants in social housing.
 - Customer need, and delivery.
- Experience of multi-agency/partnership working.
- Experience of working with customer face to face.
- Understanding or experience of doing legionella testing, fire regulations, slips, trips and falls reporting and relevant Fire regulations

Desirable Criteria

Qualifications

- CIH approved housing qualification or health or support related qualification or be working towards one.

Experience

- Experience of working in the Social Housing sector.
- Experience of working with local support agencies and knowledge of the local area.