

# Broadland Housing Association



## JOB DESCRIPTION

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| <b>Job Title:</b>  | Scheme Manager   |
| <b>Reports To:</b>   | Local Delivery Manager / Local Delivery Team Leader  |
| <b>Grade:</b>  | BHA C  |
| <b>Directorate:</b>  | Local Delivery   |
| <b>Job purpose:</b>  | <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 policies/procedures.</p> <p>To deliver support and management services to residents living within sheltered housing schemes to enable them to live as independently as possible.</p>   |
| <p><b>Required Behaviours</b></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.</p> <p>These sub-headings and example statements reflect these expectations, but you must refer to the Behaviour Framework available on Broadland Online for more detail.</p> | <p><b>Openness</b> - You will admit to mistakes and learn from them.</p> <p><b>Responsible</b> - You will actively use your skills and knowledge to ensure high quality outcomes.</p> <p><b>Collaborative</b> - You will support Broadland's one team approach and challenge silo working when you are aware of it.</p> <p><b>Fair</b> - You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.</p> <p><b>Innovative</b> – You will embrace changes in ways of working when adopted by Broadland and support colleagues who find change difficult.</p> <p><b>Reliable</b> - You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.</p> <p><b>Trustworthy</b> - You will demonstrate professionalism in all that you do and stick to our approved policies and procedures</p> <p><b>Environmentally Aware</b> - You will help the Association reduce its carbon</p> |

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|  | footprint by looking to help us reduce the damage of our activities on the planet. |
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## Overview:

### 1. Knowledge

- 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.

### 2. Mental Skills

- To think analytically, logically and in a systematic way to identify the cause of problems and generate practical solutions based on sound analysis.
- Takes a structured approach to organising work and plans to ensure work is delivered efficiently.

### 3. 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.

### 4. Initiative and Independence

- Demonstrates a strong commitment to meeting customer need and emphasises the importance of delivering a high standard of service.
- Is proactive in taking responsibility for everyday problems and is motivated by achieving measurable results.
- Delivers on clear targets and goals in all areas of work and perseveres to overcome obstacles.
- Is able to motivate him/herself when there is little involvement from above.

### 5. Responsibilities factor (Accountability)

- To ensure all performance targets are met in relation to allocations and lettings, tenancy management and support.
- 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.

**Main activities of the role:**

(This list is not exhaustive)

- 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 and use of onsite alarm systems.
- 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.

## **Special Features:**

- Flexibility in out of hours working, as business needs dictate.
- The post holder must keep up to date with current sector developments.
- Driving Licence as travel throughout Norfolk to provide support and cover to other sheltered housing schemes is required.
- All corporate or job specific training required by the Association as part of your job, is considered mandatory.
- All roles require that you act in accordance with the mission, values and behaviours of the Corporate strategy.
- Duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association in order for it to fulfil its legal obligations.
- Promotion of Equality, Diversity and Inclusion.
- 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.

# Broadland Housing Association



## PERSON SPECIFICATION

### **Job Title: Scheme Manager**

#### **Essential Criteria**

##### **Qualifications**

- Minimum of 5 GCSEs or equivalent, including Maths & English Language.
- Driving Licence

##### **Experience**

- Good numeracy and 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.

#### **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.