**Yorkshire Housing Role Profile**

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| **Job title:** | Scheme Manager | **Leader of others:** | No |
| **Reports to:** | Customer Independence Manager | **Contract type:** | Fixed-base |
| **Business Area:** | Customer Independence | **Budget holder?** | Yes |

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| **Job purpose** |
| You are the go to person at the Scheme for all customer’s needs, ensuring everything runs smoothly and customers are happy and feel proud to call the scheme home. You will have day to day responsibility for the running of the scheme/s ensuring it is a safe, secure and supportive place to live. You will provide advice, support and signposting for customers as required. Having overall responsbility for all housing management including lettings and tenancy management. You’ll work collaboratively with your colleagues in the team, as well as across YH and external professionals providing services and care to customers. You will support customers with using assistive technology as well as technology the business is developing and implementing to ensure our services are more customer friendly and accessible for all.In addition you will create and develop a vibrant customer-led community within the scheme by organising and promoting activities. Liaising with colleagues and local partners to ensure there is a programme of social, health and wellbeing events delivered at the scheme. |

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| **Key responsibilities** |
| * Being the go-to person on Scheme, ensuring everyone has the best experience possible living or working there.

*Housing Management** Ensure that the look and feel of the scheme is warm, welcoming and appealing to customers, their families, guests and potential residents. Ensuring that the scheme is a place customers are proud to call home.
* Effectively and proactively manage the allocation of available properties, conducting sign ups, inducting new customers and advising of all YH services and activities on scheme.
* Undertake regular reviews with customer’s about their rent, service charge, support needs and sundry accounts to ensure appropriate oversight and management of income collection.
* Managing and resolving any tenancy issues for example low-level ASB, disputes between tenants, ensuring scheme policies and tenancy agreements are adhered to.
* Responsible for overall management of health and safety on scheme, including fire safety tests and audits. Ensuring all risk assessments are completed and regular checks are carried out and documented appropriately in accordance with YH Health and Safety and Fire Safety policies and procedures.
* Managing the use of any communal areas and community centres as required, including repairs reporting, contractor supervision and all other relevant housing management tasks.
* Proactively manage the empty properties process, working collaboratively with colleagues from across the business to reduce void days and rent loss.

*Customer Support** Undertake customer independence assessments with all customers who live on scheme to assess support needs and risks. Ensuring customers have appropriate Customer Independence plans and are signposted and referred to other agencies as required.
* Proactively conduct wellbeing checks with customers.
* When on duty, respond to enquiries received through the emergency call system and take appropriate action.
* Working proactively and collaboratively with colleagues across the business and other external professionals who deliver services to colleagues.
* Build and maintain effective partnership working with external agencies including health professionals, social workers, support agencies and relatives in order to meet customer needs and ensure regular case reviews are held to maintain high quality support to customers.
* Monitor and raise concerns about any safeguarding issues in line with YH policies.
* Manage the use of the scheme for social activities, promoting and encouraging the use of the scheme and its facilities to external groups within the wider community incorporating activities that may be of interest to customers.
* Proactively speak to customers and other stakeholders to ask for feedback from to continuously improve the services.
* Responsible for ordering items required for building maintenance and stock control as appropriate.
* Participate in an on-call rota to provide out-of-hours support and advice for Yorkshire Housing’s sheltered schemes, in line with the out-of-hours procedure.
* Provide support at other schemes to cover absence of other colleagues.
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| **What you’ll bring to the role** |
| **The main things:** |
| * Being customer focused or as we say at YH “Customer Obsessed” with a  friendly, approachable and empathetic approach to assist and support customer’s and other stakeholders with any queries or concerns they may have in a positive solutions focused way.
* The ability to build trusting, collaborative and positive relationship with customers, colleagues and external partners.
* Excellent communication and interpersonal skills with the ability to manage challenging situations demonstrating empathy, sensitivity and diplomacy.
* Organised, proactive and self-motivated with the ability to keep accurate records, work independently without supervision; managing and prioritising your own workload.
* Being resilient and adaptable to a changing and varied workload and able to plan and be flexible to deliver to a person centered service to agreed timescales, goals and priorities.
* Proficient in the use of ICT systems and Microsoft packages including Word, Outlook, Excel and MS Teams with the ability to make the make the most of technology and data to continuously improve our service to customers.
* Excellent attention to detail and able to present written and numerical information accurately.
* Experience of supporting older and/or vulnerable customers understanding the needs of and challenges of this client group including in-depth knowledge of care and support packages.
* Relevant housing management knowledge and experience.
* Full UK driving license and access to a car for business purposes.
* Eagerness to develop own skills and adapt to change.
* Personal values and approach that align with YH’s values
* Ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
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| **It would be a bonus if you have:** |
| * Experience of working within a housing or social care environment.
* Experience and knowledge of Health and Safety/Fire Safety in a communal living environment.
* Leadership and management qualifications.
* Recent experience of working in a Scheme Manager role.
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |