
JOB DESCRIPTION

Scheme Manager

Line manager	Homeownership Manager - Retirement
Directorate	Specialist Housing & Homeownership Services
Team	Homeownership Services

KEY INFORMATION

Job title	Scheme Manager		
Location	Orchard House – Erdington (Birmingham)	Line manager	Homeownership Manager - Retirement
Salary	Up to £9,984 per annum (based on 100% FTE of £21,840)	Directorate	Specialist Housing & Homeownership Services
Hours	16 hours per week	DBS requirement	Enhanced DBS Check

MAIN PURPOSE OF JOB

To provide an exemplary service in respect of the following:

- To oversee the day-to-day welfare of residents and to provide a calm and attentive response in the event of an emergency.
- To manage the Scheme in an efficient and effective manner, ensuring that a safe, secure, well-kept and pleasant environment is maintained.
- To provide a focused approach to the monitoring of all contracted services provided to the Scheme, ensuring they are delivered to a high standard.
- To help residents settle into their new home.
- To foster the development of a tight knit community spirit through the facilitation of regular social events and activities.
- To promote good communication between residents and their families, Longhurst Group and our approved service providers.
- To introduce and induct new residents.
- To provide prompt and effective attention to housing management and maintenance issues.

CORPORATE TASKS

- Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- Contribute to the operational plans for the Specialist Housing & Homeownership Services ensuring that key objectives are met. Aid continuous improvement and service success.
- Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- Champion the Homeownership Services department through continually improving processes and outcomes for staff and customers.
- Identify opportunities to grow and develop services, considering Value for Money in all actions.
- Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

KEY TASKS AND RESPONSIBILITIES

Day to Day

- To be an active role model in your approach to your work maintaining a high profile and a professional manner at all times.
- To always work in a manner, which is safe and sets a good example to other employees.
- Maintain own Continuous Personal Development and keep knowledge up to date of legislative changes.

Welfare of Residents

- To maintain accurate records of residents, including contact details for their next of kin, relative's antecedents, medical needs and other relevant background information.
- To provide unobtrusive supervision of the daily activity within the scheme, ensuring that contact, whether direct or indirect is made with each resident each day and to record all relevant events in a diary.
- To inform Central Control and the Leasehold Team of any relevant changes to residents' circumstances.
- To establish and maintain procedures for residents to obtain medical, domestic, social or financial help when required and to liaise with Local Authority Social Services when appropriate in the residents' interest.
- The Scheme Manager is not able to provide personal care to residents except in an emergency but should be in a position to advise on services that can be contacted to obtain the necessary help.
- To answer alarm calls and give emergency help and general assistance of a neighbourly kind until the local services and/or relatives assume responsibility.

Social Events and Activities

- To foster the development of a tight knit community spirit through the facilitation of regular social events and activities.
- To encourage and promote resident independence by empowering residents to be involved and engaged in the organisation of social events and activities.
- To undertake appropriate risk assessments of social events and activities in accordance with insurance requirements.
- To assist in the establishment and co-operate with the functioning of a Residents Social Committee of Residents Association.

Estate Management

- To monitor contractor's performance when on site and to carry out pre and post inspections to ensure services provided to the scheme are delivered to the highest standard.
- To professionally challenge contractors and other service providers in respect of poor performance either directly or by promptly reporting concerns to the Leasehold Services Manager.
- To ensure that the roads, footpaths and garden areas are maintained in accordance with the Health and Safety regulations and the communal gardens are kept tidy and to a high standard of horticultural maintenance.
- To observe and maintain a safe environment for residents, staff, contractors and other visitors and to complete quarterly workplace risk assessments of all communal parts.
- To ensure that fire detection equipment and emergency lighting are tested and maintained on a regular basis and records are kept accordingly.
- To ensure that all residents are regularly made aware of evacuation procedures in the case of fire.
- To promptly report all items of maintenance and repair under Longhurst Group current policy.
- To monitor parking areas and maintain a high level of security on the scheme, ensuring that residents adhere to the regulations governing the scheme in the interests of all.
- To inform a member of the Leasehold & Sales team of any breaches of rules or regulations as contained within the Lease.

Re-Sales

- To provide a supporting role in escorting prospective purchasers, as required, to view properties for sale and to provide a tour of the communal grounds and facilities.

Financial Procedures

To operate Longhurst Group approved financial procedures appropriate to the scheme. This will include:

- Monitoring of sundry expenditure and keeping up to date records.
 - Organising, recording bookings, and collecting the hire charge for the guest suite and communal lounge, where applicable.
 - Regularly emptying laundry machines and banking monies received.
 - Reviewing the schemes inventory on an annual basis.
 - To provide assistance to the Leasehold team, as and when required, in the recovery of arrears.
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GENERAL REQUIREMENTS

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development
 2. To demonstrate and champion the values and behaviours of the Group.
 3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
 4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
 5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
 6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
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OUR VALUES

Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



In it Together

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity



Heartfelt Service

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



Own it

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



Pushing the Boundaries

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward



Fun and Fair

We work hard, enjoy it and treat everybody equally with respect and honesty.

ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date:

March 2023

Review Date:

March 2026

To be reviewed as part of the Job Description review process

Person Specification

Scheme Manager

The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Essential Criteria

A good standard of Education, Literacy and Numeracy or equivalent through relevant training/experience.

Possession of a full UK Driving License and access to a vehicle.

Capable of reacting to any emergency in a calm, reassuring and professional manner.

Self-motivated with the ability to use your own initiative or work as a member of a team.

Must be highly organised and efficient with the ability to maintain accurate record systems and possess the ability or demonstrate a willingness to be training in the operation of our computer systems.

Be an excellent communicator either verbally or in written communication with Longhurst Group customers and clients, using influencing/negotiating skills where appropriate.

Demonstrate a positive 'can do' attitude while adopting a flexible, people-focused, friendly and approachable manner.

Demonstrates customer excellence, takes ownership and is accountable for tasks, listen to customers and actively seeks win/win solutions.

Demonstrate a high level of commitment to providing efficient and caring services to customers.

Can manage change positively; understands the importance of change and can adapt to new ways of working.

Ability to react positively, professionally and diplomatically to any emergency or difficult situation

Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Promotes equality of opportunity for all people as employees or customers.

Promotes an environment where everyone can thrive and reach their potential.

Recognises and values the diversity of the communities where the organisation works.

Desirable Criteria

National Certificate in Supported Housing.

Appointed Persons First Aid Certificate and Food Hygiene Certificate.

Experience of working with older people and understanding of the range of support services we provide to customers and knowledge of outside agencies available to provide support.

Have knowledge/experience of health and safety criteria and reporting unsafe conditions.

Experience of reconciling differences of opinion between residents in a fair and courteous manner and always remain impartial, drawing on mediation skill.

Confident and competent to use digital devices, applications, ICT software and systems.