

Job Profile

Job Title	Leasehold Retirement Scheme Manager
Reports to (job title)	Area Retirement Manager
Job Reference No.	HOMEJD428

The job in a **nutshell...**

Our Leasehold Retirement team is committed to involving customers who are owner-occupiers in setting standards, delivering our Customer Promise, ensuring a strong financial base and continuous improvement.

As a Scheme Manager you'll deliver a brilliant customer experience across our leasehold retirement communities. Working across the organisation and with key external stakeholders you'll ensure that customers can continue to live happy and independent lives.

What **success** will look like...

You'll ensure that your scheme is always compliant with health & safety and fire safety requirements, completing daily, weekly and monthly checks and reporting issues immediately. You'll help maintain excellent building standards (including your office), working with cleaners (and pitching in yourself where needed!) so that customers can enjoy life in a hospitable and welcoming setting. You'll also raise repairs immediately, taking ownership of issues until they are satisfactorily resolved.

Working with your Area Retirement Manager you'll help manage the planned maintenance program for your scheme, ensuring that customer feedback is fed into any decision-making process. You'll work closely with our maintenance teams to report repairs to communal areas and to facilitate access for contractors. You'll monitor the quality of their work and ensure that customers are kept safe from any potential hazards.

You'll work to ensure that customers are able to live independently for as long as possible. This will involve signposting to support agencies and close liaison with family members. Working alongside customers you'll agree on daily welfare checks, and you will ensure that

warden call systems work efficiently. You'll also be expected to deal effectively with emergencies, take ownership over safeguarding alerts and write incident reports.

Your line manager and our Sales Team will work alongside you to respond to enquiries from prospective buyers. You'll ensure that databases are up-to-date and detail properties that are for sale. You will also lead on welcoming new leaseholders to the scheme.

You will provide support to new colleagues and provide cover to other schemes where needed.

You'll assist your Area Retirement Manager and other colleagues to purchase goods, effectively manage budgets and present service charge and account information to customers. You will help arrange for quotes for minor repairs and ensure that customers are receiving best value for money as well as a great service. When required you'll use Home Group's purchasing systems, ensuring that bills are paid on time. Every year you will lead on value for money exercises for services used by your scheme. You'll work with customers and your line manager to manage direct debits, the collection of service charge income (and arrears) and to ensure online record keeping systems are always up to date. Income from scheme services (laundry, guest room etc) will be processed efficiently.

Noticeboards will be kept up to date and will be well presented, ensuring customers are aware of key information. You'll lead on a monthly newsletter for customers, working with others to present a well presented and informative publication that demonstrates what is happening at the scheme and across Home Group's leasehold retirement services.

Working with our customer insight and complaints teams you'll encourage feedback, ensuring customers are aware of feedback surveys and complaint processes and demonstrate that we learn and adapt in response to the wishes and aspirations of leaseholders. You'll encourage leaseholder involvement in the scheme and wider organisation and promote customer promise assessments.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable skills	Technical qualifications, experience and knowledge
<ul style="list-style-type: none">• We have a win-win mentality• Take ownership of joint issues and see them through to resolution• Listen to what others want and need and consider this when deciding what to do	<ul style="list-style-type: none">• Excellent written and communication skills, be computer literate and have a high level of numeracy• A good knowledge of leasehold housing management or a willingness to learn

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<ul style="list-style-type: none"> • Be positive and solution focused • We get where our customers are in their lives. • Advocate for our customers regardless of who they are and amplify their voices • Listening to customers to understand their needs • Recognise each customer is different and adopt a flexible, personal approach • We are self-starters • Be well organised • Be proactive • Strive to get it right first time 	<ul style="list-style-type: none"> • Awareness of the aspirations and needs of leasehold retirees • Awareness of health & safety and of fire compliance
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Negotiation and conflict resolution skills.

Experience of chairing meetings and minute taking.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

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Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☒ Yes ☐

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐



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