


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	Retirement Housing Manager
Department:	Customer Services
Reports to:	Housing Officer
Band:	H
Date:	6 July 2016



Purpose of Job

To provide an efficient and effective housing management service in accordance with Association policies, practice and quality standards.

Main duties and responsibilities

1. Housing Management

- 1.1. To provide, advice and assistance to customers and others regarding Hanover's housing management services.
- 1.2. To provide information and advice relating to use of development facilities and availability of local services and organisations.
- 1.3. To welcome prospective and new customers and assist in settling in of the latter.
- 1.4. To undertake routine housing and estate management duties.
- 1.5. To further involvement of relatives, friends and wider community with customers on development.
- 1.6. To be an advocate for and liaise on customers' behalf with statutory and other agencies where this is appropriate to customers needs.

2. Property Repair and Maintenance

- 2.1. To summon contractors in event of emergency breakdown to lifts, boilers, power utilities.
- 2.2. To test fire and other alarms in accordance with Association procedures.
- 2.3. To notify and record communal repair complaints in accordance with Asset Management's procedures.
- 2.4. To liaise with contractors and record services provided and work done.
- 2.5. To carry out inspections of communal areas in co-operation with Asset Management staff.
- 2.6. To liaise with maintenance and services staff and report on conditions of fabric, machinery and utilities.

2.7. To undertake health and safety checks and communal meter readings.

3. Customer Emergencies

3.1. To provide personal response to customer emergency alarm calls.

3.2. To provide emergency aid pending emergency services' arrival.

3.3. To provide a sympathetic response to customers and others in event of illness, hospitalisation, bereavement.

3.4. To liaise with customers, relatives and others in event of emergencies and their aftermath.

3.5. To provide emergency assistance to customers short term with regard to daily living tasks as necessary.

4. Communal Facilities

4.1. To promote use of communal facilities and manage their use effectively and efficiently.

4.2. To encourage social communal activities on the part of customers.

4.3. To encourage customers' access to services of local community groups.

5. Performance Management

5.1. To work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

5.2. To operate within the Factoring Housing Strategic Business Unit (SBU).

5.3. To deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan (EPR).

6. General Management

6.1. To supervise Cleaners reporting to postholder.

6.2. To ensure maintenance of effective security for the development and grounds.

6.3. To ensure maintenance of high cleaning standards.

6.4. To maintain efficient and effective records and administration to Association standards, including these of confidentiality.

6.5. To assist in providing and disseminating information e.g. Community Alarm data, customer surveys.

6.6. To assist and share knowledge and experience with colleagues as required.

6.7. To undertake other duties as reasonably required.

6.8. Authorise expenditure as set within your designated authorisation level.

Staff Reporting to Postholder

Depending on the development concerned, a Cleaner will normally be employed.

Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Post holder

Person Specification

Job Title: Retirement Housing Manager



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/ Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Be able to foster an environment based on respect and confidentiality where customers' independence and choice are promoted to the fullest extent of their wishes and ability. 	Essential
<ul style="list-style-type: none"> • Be able to foster efficient and effective working relationships with colleagues in Hanover and with staff from other agencies. 	Essential
<ul style="list-style-type: none"> • Be able to demonstrate a sound skills in and knowledge of supported services' provision preferably involving retired persons and their accommodation. 	Essential
<ul style="list-style-type: none"> • Be able to demonstrate sound working knowledge of welfare benefits system and services provided by statutory agencies. 	Essential
<ul style="list-style-type: none"> • Be able to administer and manage Housing Support Plans and other procedures underpinning services. 	Essential
<ul style="list-style-type: none"> • Be able to develop sympathetic professional working relationships with customers founded on appreciation of their physical and emotional needs. 	Essential
<ul style="list-style-type: none"> • Be able to show evidence of his/ her professional development in areas relevant to the post. 	Essential
<ul style="list-style-type: none"> • Be able to operate in a working environment where it is the norm to match job performance to practice standards in the interests of optimum service provision. 	Essential
<ul style="list-style-type: none"> • Be able to prioritise a varied workload, manage work time effectively to deliver a good quality housing support and housing management service 	Essential
<ul style="list-style-type: none"> • Basic IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet 	Essential
<ul style="list-style-type: none"> • Basic skills in health and safety including identification and reporting of hazards and minimizing risks. 	Essential
<p>2. Experience <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> • 2 years' experience of applying the above skills in a housing support, housing management, care or equivalent role. 	Essential

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Hold, or be able to obtain, Emergency First Aid Certificate 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> • Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons. 	Essential
<ul style="list-style-type: none"> • Must remain registered with the Scottish Social Services Council. 	Essential
<ul style="list-style-type: none"> • Meet the clear standards as set in the Scottish Social Services Council Codes of Practice for Social Service Workers and Employers 	Essential
<ul style="list-style-type: none"> • Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons. 	Essential
<ul style="list-style-type: none"> • Able to work on own initiative and with limited supervision in role carried out at distance from line management. 	Essential
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential

Qualifications updated: 15 August 2017