

---

## JOB DESCRIPTION

Job title	Residential Scheme Manager	Directorate	Specialist Housing and Homeownership Services
Location	Nesfield Court – Ilkeston	Line manager	Homeownership Manager – Retirement Living

---

## PURPOSE OF THE JOB

- To manage the Scheme efficiently, ensuring residents' welfare, safety, and comfort while fostering a sense of community.
- The role involves overseeing daily operations, monitoring contracted services, addressing housing and maintenance issues, and supporting residents in settling into their homes.

---

## 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.
- Working independently as a lone worker with support from colleagues and management.

### 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 Lifeline Monitoring System and the Homeownership 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.
- Respond to alarm calls, providing emergency assistance and support in a compassionate and practical manner until local services or relatives take over 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 or 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 Homeownership 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 Homeownership 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**

- Monitoring the day-to-day and monthly finances across the scheme.

*It is a condition of the appointment that the Scheme Manager permanently resides on the scheme in accommodation provided by Longhurst Group. Occupation of the accommodation is regulated on a service tenancy basis and must be vacated on termination of employment, whatever the reason for the termination.*

*In the case of emergency, the Residential Scheme Manager may be contacted outside of their working hours, if available.*

---

## **SCOPE AND IMPACT**

### **Scope:**

- First point of contact for our Homeownership residents to promote independent living.
- The post has responsibility for all compliance checks at the Scheme.
- The post is responsible for ensuring that all resident records and interactions are kept up to date on our CRM systems.

### **Impact:**

- Continue to improve the services provided to our Homeownership residents.
- Reduce complaints received and increase resident satisfaction.
- Responses to our residents being delivered in a timely manner.

---

## **KEY RELATIONSHIPS**

- Internal Relationships – Other Scheme Managers, Line Manager, Internal Departments
- External Relationships – Contractors, family members, social services, carers and other external

## PERSONAL SPECIFICATION

### Residential Scheme Manager

*The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.*

## QUALIFICATIONS

### Essential

- 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.

## EXPERIENCE

### Essential

- 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.
- Previous experience in being able to resolve conflict and remain impartial and professional.

### Desirable

- 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.

## SKILLS AND COMPETENCIES

### Essential

- Capable of reacting to any emergency in a calm, reassuring and professional manner.
- 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.
- Ability to react positively, professionally and diplomatically to any emergency or difficult situation.
- Good IT and digital skills.

## CHARACTERISTICS

### Essential

- Self-motivated with the ability to use your own initiative or work as a member of a team.
- Demonstrate a positive 'can do' attitude while adopting a flexible, people-focused, friendly and approachable manner.
- Can manage change positively; understands the importance of change and can adapt to new ways of working.
- 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 and an environment where everyone can thrive and reach their potential.
- Recognises and values the diversity of the communities where the organisation works.

## OUR VALUES



### **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 the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

---

*To be reviewed as part of the Job Description review process*

---