

## **Scheme Manager**

### **What's the role?**

Deliver housing management duties and customer-focused support for Over-55 leasehold schemes. Completing essential and regulatory safety checks to ensure the properties, blocks and environments are safe and to an acceptable standard.

### **What will I have to do?**

- Carry out regular, timely alarm checks, personal evacuation planning, health and safety site checks and other housing management activity for all sheltered residents.
- Carry out regular testing of equipment in line with Health and Safety requirements, maintaining logs, reporting faults and identifying and reporting potential hazards.
- Ensure all residents are fully aware of fire protection measures appropriate to their homes.
- Act as key contact for complaints or problems in relation to the leasehold scheme, reporting these where necessary and following them through to resolution.
- Liaise with the Homeownership Team regarding all aspects of management of the accommodation.
- Meet customers to gain an understanding of their needs and develop a sense of community within the scheme.
- Liaise with statutory and voluntary agencies and ensure appropriate co-ordinated care and support is delivered to customers.
- Work with customers to achieve outcomes that positively impact on their wellbeing and ensure these outcomes are accurately recorded.
- Regularly review and update the information held on customers to meet the requirements of support contracts and Curo as a landlord.
- Lead on facilitating community activities with customers so that they connect and can access a programme of self-supporting social events and groups.
- Ensure the performance targets for Curo and the Commissioning Authorities are met, with the aim of continually improving the service and exceeding expectations.
- Have a clear understanding of our customers' needs and that this is central to the way services are delivered, and decisions are made.
- Ensure on site facilities, including guest rooms and laundries are operational and administered and looked after effectively.
- Collect cheques or postal orders on behalf of Curo for TV licencing, hire of meeting rooms or additional keys, ensuring that all transactions are administered in line with Curo's financial regulations.
- Respond to emergencies as required in line with policies and procedures, supported by colleagues.
- Participate in the development and promotion of support services to strengthen their role within the wider community.
- Report, contribute and participate in the safeguarding, welfare and protection of vulnerable adults and children.

- Comply with Data Protection legislation when communicating with third parties on behalf of Curo.
- Positively promote fairness, equality of opportunity and diversity in all aspects of work, challenge discrimination and work within the organisation's equalities policies.
- Take personal responsibility for the health and safety of myself and others by always working within Curo's Health and Safety policy and procedures.

## **What skills, knowledge and experience do I need?**

### **Essential**

- Full driving license and access to a vehicle with business insurance.
- Basic IT proficiency, particularly with Microsoft Office.
- Ability to maintain accurate records and information systems.
- Understanding of confidentiality and data protection principles.
- Strong communication skills, both verbal and written.
- Conflict resolution and mediation abilities.
- Resilience and assertiveness with ability to maintain professional boundaries.

### **Desirable**

- Knowledge of health and safety requirements in residential settings.
- Experience working with older adults or vulnerable populations.
- Experience in supported housing, social care, or community environments.
- Community-building and social activity coordination skills.
- Patience and empathy with a positive, flexible approach to problem-solving.

## **How will I evidence my success?**

- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them.
- Demonstrate the improvements I have delivered with tangible results that show success.
- Demonstrate that Curo is fully compliant with legislative obligations.
- Successfully meet the KPIs and objectives agreed for myself and my team.
- Demonstrate my active participation in Curo company life.
- Use the Curo Quality Assurance measures to demonstrate my consistent delivery of our team processes.