



Job Description

Scheme Manager

Responsible to:	Independent Living Team Leader
Responsible for:	N/A
Job Grade:	Scheme Manager
Purpose:	To manage sheltered housing stock on a day-to-day basis including providing housing management and estate services to residents

Duties & Responsibilities:

1. To provide high quality housing management services by:-
 - Being responsible for letting sheltered housing properties including advertising vacancies, shortlisting applicants, carrying out home visits to prospective residents, offering properties and signing up new residents
 - Managing void sheltered housing properties, including end of tenancy arrangements, and liaising with Hedyn's Asset Management team regarding inspections and works being undertaken
 - Liaising with the Income & Inclusion Team regarding rent account queries from residents
 - Monitoring and addressing issues relating to the general conduct of tenancies
 - Liaising with residents to address neighbour disputes and/or anti-social behaviour in partnership with Hedyn's Community Safety Team
 - Updating property and tenancy records on Hedyn's housing management IT system to ensure accurate and up-to-date information is recorded
 - Maintaining accurate and up-to-date files of ongoing cases and actions taken
2. Ensure the health and safety of residents and visitors to sheltered housing by:
 - Completing and maintaining tenancy records
 - Testing emergency systems as required by Hedyn's policies and procedures
 - Welcoming and instructing new residents in the proper use of all health and safety equipment and evacuation procedures
 - Supervising the security and safety of sheltered housing buildings and on-site services
 - Regularly inspecting communal areas, facilities and equipment and reporting any repairs or replacements required
 - Checking the identity of contractors and maintaining a record of work completed at the scheme and reporting any issues to Hedyn's Asset Management team
 - Report residents' repair issues to Hedyn's Asset Management team and follow up on progress
 - Controlling the temperature of heating in communal areas

3. To positively promote a good community spirit and resident participation by:-
 - Promoting the use of communal facilities and enabling residents to organise events
 - Working in partnership with Hedyn’s Communities Team and relevant external organisations to arrange events that could include the wider community
4. Collect, reconcile, receipt and bank money received for rent and use of the guest room
5. Maintain an up-to-date TV licence for the scheme including completing the application process and collecting payments
6. To provide cover for Scheme Managers at other Hedyn sheltered housing schemes as required by the Team Leader
7. To have regular contact with residents (as agreed with each resident) regarding housing and tenancy issues
8. Signpost residents to relevant agencies where required
9. Respond to emergency situations when on-site
10. Attend training identified as essential to the Scheme Manager role
11. Attend relevant meetings as and when required.
12. Demonstrate a commitment to customer care, safety, privacy, and equality by complying with all relevant policy and procedures, in particular those relating to:
 - Health & Safety Legislation – to ensure that safe working practices and procedures are adopted at all times
 - GDPR legislation – to act in compliance with GDPR and data protection laws, ensuring adherence to GDPR standards. respecting confidentiality and privacy, and protecting data subjects’ rights
 - Equality & Diversity – supporting the principles and practice of equality of opportunity as set out in the Association’s Equality & Diversity Policy
13. To undertake any other relevant duties as determined by the Line Manager, Association or Chief Executive.

Signed by Post holder		Date	
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Scheme Manager	Version Control 2	Review Date: 14/10/2025
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PERSON SPECIFICATION

Scheme Manager

FACTORS	CRITERIA	E- ESSENTIAL D - DESIRABLE
Education; Training and Experience	Experience of working with customers	E
	Understands and respects diversity and equality of opportunity	E
	Experience of working in a housing service	D
	Experience of managing occupation contracts	D
	Experience of administrative duties	D
	Experience of facilitating resident participation	D
	Experience of supervising staff	D
	Knowledge of services available in the local area that could be of interest to residents	D
	Knowledge of health and safety matters relating to sheltered housing	D
	Understanding of housing management services	D

Aptitude	Computer literate and able to use Microsoft Office	E
	Ability to empathise with, and be sensitive to, the needs of older people	E
	Ability to remain calm under pressure and respond appropriately in an emergency	E
	Willingness to learn new skills	D
	Can use initiative to find out information and resolve problems	D
	Ability to produce reports, file notes and correspondence	D
	Organised approach to completing tasks and record-keeping	D
	Ability to prioritise and plan work effectively	D
Special Condition	Full Driving Licence and use of car for work	E
	Enhanced DBS	E