





Job Title: Scheme Manager	Location: Located at the required Scheme with need to attend other sites	Team: Housing and Growth
Reports to: Housing Manager	Responsible for: NA	£17,137 PA 25 hours
Job Purpose: To deliver a first-class intensive housing management service, in an independent living scheme for people aged over 55, based within a local setting, operating within a performance management framework.		
Accountabilities		Skills/Experience
<ul style="list-style-type: none"> • To actively support and deliver against the Association’s corporate objectives; • To be aware of and assist the Association in delivering value for money services. • Provide person centred intensive housing management services to customers living in our older persons independent living schemes. • Signpost customers and families to appropriate support and care agencies for advice on guidance should their needs no longer be met by housing related services. • Provide high quality, generic advice on all neighbourhood management services and processes • Support colleagues within the Income Team to ensure that we maximise income collection, providing advice and guidance on debt management and welfare benefits to customers when necessary. • Work with colleagues within the Voids Team to ensure all properties are let to minimise rent loss. • Effectively diagnose and log responsive repairs. • Effectively manage the building and associated communal services. • Effectively manage the communal environment in relation to health and safety. • Provide cover across all schemes, when required, for daily calls and occasional visits to the housebound during office closedowns. • Contribute to the operations team in a drive for continuous service improvement in Customer Services to ensure the Association is a top quartile performer in all KPIs; 		<p>Experience in a customer facing role.</p> <ul style="list-style-type: none"> • Experience of working in an older person's independent living environment • Experience of lone working • Ability to identify the support needs of tenants; to act accordingly in signposting to other agencies, including contacting emergency services if required. • Knowledge of the network of care services available through various agencies • Knowledge of welfare benefits
		Qualifications
		<ul style="list-style-type: none"> • GCSE Grade C or equivalent qualification in maths and English

<ul style="list-style-type: none"> • Contribute to effectively embedding a customer service culture; • Effectively monitor risk within the scheme and escalate incidents to the appropriate lead officer in a timely manner. • Develop and promote a culture of engagement and involvement within the scheme by working with customers and colleagues to help shape the Prima service offer. 	
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Competencies	Attitude
<ul style="list-style-type: none"> • Organised • Analytical problem solving • Focused drive • Team focus • Customer Focus • Communication • Organisational Awareness 	<ul style="list-style-type: none"> • Strong commitment to customer service excellence. • Demonstrates drive and resilience • Proactive approach to work. • Self-starting and self-motivated. • Performance Focused. • Focus on getting things done

All roles are expected to role model Prima Group’s core values
Date Reviewed 23.03.2024

 <p>People</p> <p>Putting customers and communities first</p>	 <p>Pride</p> <p>Being proud of what we do and striving to be better</p>	 <p>Partners</p> <p>Respecting others, working together and building partnerships</p>	 <p>Pioneers</p> <p>Being creative, embracing change and learning from experience</p>
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