



### Job profile

Job details			
Job title	Relief Retirement Housing Manager	Section	Wheatley Homes East
Division	Livingwell East	Report to	Livingwell East Service Manager
Grade	SPOT	Date completed	22/12/2023
Disclosure level	Basic		

### Job Summary

To maintain the safety and security of the retirement housing development and to pass on any concerns about the safety and well-being of tenants to Housing Officers to assist them in maintaining their tenancies.

### Behaviors and competencies

#### Our organisational competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Relief Retirement Housing Manager to be able to demonstrate the following behaviours and competencies:

- Strong leadership skills
- Adept at removing the barriers that get in the way of delivering excellent customer service
- Creating an environment of trust
- Ensure two-way dialogue with teams
- Finding creative solutions for customers
- Good listener
- Excellent communication and interpersonal skills
- Self-aware and self-motivated to realise your full potential
- Excellent time management skills
- Computer literate
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Wheatley Group in a positive and effective manner
- Take responsibility for managing excellent performance results
- Building appropriate and effective networks, locally and Group-wide for the benefit of our communities

## Person specification

### Experience Essential

- Knowledge of older people's services
- Able to demonstrate awareness and commitment to the ethos of sheltered housing
- An interest in Retirement Housing and Services for older people
- Able to establish a good rapport with tenants, their families, and relevant professionals
- Able to work on own initiative and with minimal supervision
- A sound knowledge of the health problems which may affect people as they age
- Able to demonstrate a commitment to maintaining and improving high standards of customer service
- Good attention to detail required
- Excellent verbal and written communication skills
- Capable of managing own workload in a sometimes- challenging environment
- Good administrative skills including the ability to manage a small budget
- Able to respond to a crisis in a calm and practical manner
- Able to emphasise with older tenants

### Qualifications Desirable

- Elementary food hygiene certificate (locations where food is prepared and provided)
- Qualification in Housing at SVQ2 level or equivalent, or willing to work towards qualification
- Minimum 2 years' experience in managing a Retirement or similar scheme

### Job outputs

Direct responsibility for financial and physical resources, authorities, and limitations	<ul style="list-style-type: none"><li>• Ensure that any maintenance issues are reported and dealt with in line with company procedures</li><li>• Ensure that fire alarms and warden call systems are effective and regularly tested</li><li>• Ensure that accurate tenant records are maintained and securely stored</li><li>• Ensure that petty cash expenditure is recorded and monitored.</li><li>• Manage and control the use of guest room facilities and common areas used by outside agencies</li></ul>
Accountability, decision-making, analytical thinking, problem-solving	<ul style="list-style-type: none"><li>• Make decisions using own initiative with minimal supervision.</li><li>• Identify health and safety issues in the development and escalate these if not attended to</li><li>• Able to cope in a crisis/emergency and take appropriate action</li></ul>
Complexity of work and mental concentration	<ul style="list-style-type: none"><li>• Manage a varied workload with regular interruptions.</li><li>• Advise tenants on services and support available for older people. Make appropriate referrals to the housing officer to maintain independent living</li></ul>
Communication skills, representing the organization, dealing with people, direct impact on people	<ul style="list-style-type: none"><li>• Liaise regularly with tenants and relatives.</li><li>• Liaise with external agencies and third parties.</li><li>• Work with Housing Officers and other Wheatley Group staff</li><li>• Foster good working relationships with</li><li>• Liaise with other retirement managers and attend team meetings (if relevant)</li><li>• Always maintain confidentiality as failure to do so could result in disciplinary action</li></ul>
Clear and consistent leadership of staff	<ul style="list-style-type: none"><li>• Employees supported through learning and development and completion of development plans</li><li>• Clear communication to employees of relevant organisational, divisional and team aims and initiatives</li></ul>
Efficient and well-managed work processes across the function	<ul style="list-style-type: none"><li>• Value for money delivered on all outputs</li><li>• Annual cost reductions and efficiency savings met within the workstream</li></ul>
Compliance with professional, regulatory, statutory, and corporate requirements	<ul style="list-style-type: none"><li>• Comply with and implement all Wheatley Group policies and procedures</li><li>• Act ethically and with integrity</li><li>• Lead by example to strengthen our inclusive culture across Wheatley Group ensuring equality, diversity, and inclusion is at the heart of everything we do</li></ul>

### Interdependencies

- Other posts/business areas/partner organisations where the post holder will need to interact with directly regularly