



## Job profile

### Job details

|                  |                            |                |                     |
|------------------|----------------------------|----------------|---------------------|
| Job title        | Retirement Housing Manager | Section        | DC Housing Pentland |
| Division         | Wheatley Homes East        | Report to      | Livingwell Manager  |
| Grade            | SCP 4                      | Date completed | 28 April 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 wellbeing of tenants to Housing Officers to assist them to maintain their tenancies.

### Behaviours and competencies

Our organisational competencies

- Customer Service
- Teamwork
- Communicating with influence
- Adaptation to change

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

- Strong leadership and management skills
- Business focus
- Developing capabilities
- Ensure that any maintenance issues are reported and dealt with in line with company procedures
- Ensure that fire alarms and warden call systems are effective and regularly tested
- Ensure that accurate tenant records are maintained and securely stored
- Ensure that petty cash expenditure is recorded and monitor
- Manage and control use of guest room facilities and common areas used by outside agencies
- Make decisions using own initiative with minimal supervision
- Identify health and safety issues in the development and escalate these if not attended to
- Able to cope in a crisis/emergency and take appropriate action
- Liaise on a regular basis with tenants and relatives
- Liaise with external agencies and third parties
- Work with Housing Officers and other DCH staff
- Foster good working relationships with emergency cover provider
- Liaise with other scheme managers and attend team meetings

## Person specification

### Experience

#### **Essential**

- Knowledge of older people's services
- Able to clearly demonstrate awareness and commitment to ethos of sheltered housing
- An interest in Sheltered Housing and Services for older people
- Able to establish 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

#### **Essential**

- Elementary food hygiene certificate (locations where food is prepared and provided)

#### **Desirable**

- Qualification in Housing at SVQ2 level or equivalent, or willing to work towards qualification
- Minimum 2 years' experience in managing a sheltered or similar scheme
- Previous experience of managing staff

## Job outputs

| Role output   | Includes the requirement to   |
|---|---|
| Commitment  | <ul style="list-style-type: none"><li>• To commit to personal continuous professional development by undertaking formal and informal learning and development: to maintain high standards in the quality of work, as outlined in the Job Description, including attendance at the Away Day and participation in the relevant appraisal system.</li></ul>                  |
| Health and Safety   | <ul style="list-style-type: none"><li>• To be aware of current Health and Safety Policy and to take responsibility for your own safety and the safety of others who may be affected by your acts or omissions at work.</li></ul>  |
| Requirements  | <ul style="list-style-type: none"><li>• To adhere to the spirit and requirements of the Group's Equalities and Diversity Policy and Strategy plan.</li></ul>  |
| Customer Service Standards                                    | <ul style="list-style-type: none"><li>• To adhere to the spirit and requirements of the Group's Customer Service Standards</li></ul>  |
| Responsibility Duties   | <ul style="list-style-type: none"><li>• To undertake any other duties within the scope of the post as prescribed at your initial place of work or at any other of the Group's establishments or any work that the business is transferred to.</li></ul>   |
| Clear and consistent leadership of staff                      | <ul style="list-style-type: none"><li>• Effective line management of team members including absence, disciplinary and performance management</li><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> |
| Achievement of agreed targets for the Team                    | <ul style="list-style-type: none"><li>• As agreed through the My Appraisal process</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 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 heart of everything we do</li> </ul> |
| <b>Interdependencies</b>   |  |
| <ul style="list-style-type: none"> <li>• Line Manager's post</li> <li>• Other posts / business areas / partner organisations where post holder will need to interact with directly on a regular basis</li> </ul> |  |