

JOB DESCRIPTION

TITLE: **Scheme Manager**

RESPONSIBLE TO: Housing Manager

OBJECTIVES:

- To provide an efficient service responsive to the needs of tenants living at the scheme.
- To promote social interaction using the communal facilities provided
- To be responsible for monitoring of the security and general appearance of the scheme

PRINCIPAL DUTIES

1. Lettings and Tenant Involvement

- 1.1 To participate in the selection of new tenants for the scheme by liaising with the Housing Assistant and Choice Based Lettings Team where required, showing prospective tenants the development and in some instances, undertaking a Home Visit and completing assessment forms .
- 1.2 To help tenants settle into their new home, by giving information about the flat, facilities available in the scheme and locality. The Scheme Manager should keep themselves informed of services in the area and pass this information on.
- 1.3 To undertake administration required to start a new tenancy, including explaining the Tenancy Agreement to tenants, introducing some of the Association's principle policies and completing lettings in line with agreed procedures.
- 1.4 To explain how the emergency call system works and when to use it. To manage use of the Emergency Call system including maintenance of records in accordance with the Association's policies and procedures.
- 1.5 To personally respond to emergency calls when on site promptly and efficiently. To organise and maintain cover for the Emergency Call System at all times, particularly at night and respond to out of hours emergencies if on site.
- 1.6 To have regular contact with the Central Control monitoring agency and provide them with any relevant information they require.
- 1.7 To ensure the scheme is handed over to the monitoring agency prior to the Scheme Manager leaving the building.
- 1.8 To explain the role of the Scheme Manager to tenants, relatives and other stakeholders, e.g. to ensure liaison as required with other agencies to ensure support is in place.
- 1.9 To deal with sudden illness and death of tenants in line with the Association's policies and inform Management next of kin and other relatives and support agencies.

- 1.10 To deal with minor tenant disputes and refer others to the Housing Manager. To record and report any complaints in line with the Association's Complaints and Appeals Policy.
- 1.11 To actively encourage and support tenant involvement at the scheme.
- 1.12 To promote the scheme within the local community.
- 1.13 To facilitate a variety of social activities at the scheme, which will include some catered events, which encourage participation and generate interaction and promote community cohesion.

2. Administration

- 2.1 To maintain a confidential and updated record of each tenant's next of kin, doctor and other relevant information in accordance with the Association's policies, and ensure observance of Tenancy Agreements by all persons.
- 2.2 To maintain a Daily Diary of all events at the scheme to be submitted weekly to the Housing Manager. To keep a record of all inspections, servicing dates of communal equipment and repairs and to submit these periodically and as required.
- 2.3 To provide updates to the scheme Deputy Manager and Central Control at the start and end of each working shift as appropriate.
- 2.4 To maintain an Inventory of furniture and equipment provided and check annually, reporting losses and breakages provided in the Communal and Office areas.
- 2.5 To take responsibility for all local administrative matters; the recording and preparation of all household provisions, repair and petty cash accounts for monthly submissions to Head Office and subsequent settlement, together with the administration of the local petty cash account.
- 2.6 To forward all returns for the Scheme to Head Office including Holiday, Sickness and Payroll returns as required.
- 2.7 To ensure that the communal kitchen is clean and tidy at all times. To ensure that all staff involved in food preparation have been trained and comply with Health and Safety Requirements and those of the 1990 Food Safety Act.
- 2.8 To distribute Head Office Mailshots to tenants as and when received.

3. Maintenance of the Building

- 3.1 To supervise cleaning of the common parts and upkeep of the garden, including allocation of parts of the garden for tenants' own use in liaison with the Housing Manager
- 3.2 To be responsible for the supervision of contractors on site providing services such as window cleaning, gardening and maintenance.
- 3.3 Ensure regular collection of refuse by the Local Authority from the development. Also to oversee maintenance and clearing of pathways, parking areas, bin stores and garden maintenance, together with maintenance of all communal lights.
- 3.4 To follow the Association's requirements with regard to fire procedures and instructions. To regularly test the fire alarms system and procedures and ensure all tenants are aware of and follow the fire procedures and instructions.

- 3.5 To maintain Health & Safety records and undertake checks and risk assessments as required.
- 3.6 To be responsible for the economic administration of the various heat stations for the provision of central heating and supply of hot water in accordance with the recommendations of the installers as appropriate to the scheme.
- 3.7 To be responsible for the passenger lift(s), where installed, supervise their maintenance and attend to any emergencies.
- 3.8 To be responsible for the initiation of any necessary repairs, the supervision of maintenance and repair work by the Association's Approved Contractors, any emergency repairs, maintenance of local repair records, generally work within the Association's standard Repair and Maintenance Policy and ensure that any repair matters receive speedy attention.
- 3.9 To control any parking within the development.

4. Staff Management

- 4.1 To undertake all Line Manager responsibilities for staff employed at the Scheme, as applicable and report any issues to the Housing Manager.

5. General

- 5.1 To maintain regular contact with staff at Head Office and to be mindful at all times of the responsibility of all staff for promotion of the Association's objectives and policies.
- 5.2 To observe and maintain the Association's Health and Safety Policy Guidance and standing instructions to all Staff.
- 5.3 To comply with the Association's Equality and Diversity and Inclusion Policy and the Association's Safeguarding Policies and Procedures, undertaking any training as required of the role.
- 5.4 To attend the annual Scheme Managers' Seminar, training courses and conferences as requested by the Chief Executive.
- 5.5 To ensure confidentiality of all information dealt with and operate in accordance with THA's Confidentiality Policy and Data Protection and GDPR guidance.
- 5.6 To be aware that broad responsibilities are allocated to Scheme Managers and where reasonable staff may be required to work across the boundaries of their responsibilities and at alternative locations. This will be on the understanding that no member of staff will be expected to undertake tasks outside the scope of their talent and there will be full consultation with Scheme Managers before any change or variation of responsibilities.
- 5.7 To attend any tenant meetings as required which may be held out of hours.
- 5.8 To carry out other duties consistent with the job purpose as may be required from time to time.

Note: The Association reserves the right to amend this job description as necessary after consultation with the postholder, to reflect changes in the job.