

Role Profile

Later Living Development Manager

Later Living Team

Reporting Structure	Reporting directly to Housing Team Manager
Salary Band	E
Contract & Hours	35 hours per week Monday to Friday (09.00-17.00)
Workbase	Dumfries Developments – Gifhorn House, JM Barrie House and Nithsdale Mills Working in Dumfries but travel across the region will be required from time to time to cover other developments and to attend in person meetings and training events.

Role Summary

Later Living Development Managers (LLDMs) are at the heart of our communities, delivering a high quality enhanced housing management service that builds vibrant, well managed communities. Based within a Later Living development, LLDMs provide direct advice and assistance with tenancy matters, responding to tenant enquiries and concerns promptly and professionally.

The role has a broad range of responsibilities, including tenancy, buildings and estate management, lettings and voids, tenancy sustainment and tenant engagement. LLDMs oversee the day-to-day management of the development and its tenancies, ensuring a safe, well-maintained, and supportive environment for tenants.

At times, LLDMs may encounter complex situations, such as behaviours that challenge, fuel poverty, hoarding, or tenants affected by trauma or serious health conditions. Resilience, empathy and strong problem solving skills are essential, along with the ability to escalate safeguarding concerns to the appropriate authorities such as adult support and protection.

Strong organisational and communication skills are essential, as well as the ability to work both independently and as part of a wider team. LLDMs must be adaptable to changing priorities, ensuring services are delivered effectively and in line with organisational objectives.

This is a tenant facing role that requires a commitment to enhanced tenant satisfaction, building professional relationships with tenants and contributing to the overall success of the Later Living service.

We operate as a remote and agile workforce, which allows our tenant facing roles to be at the heart of our communities. This role is based within one of our Later Living developments with occasional travel throughout Dumfries & Galloway to cover other developments when required and to attend in person meetings and training events.

Our Service Commitment

Delivering a great tenant and customer experience runs through all we do at Loreburn and this extends to our internal colleagues. We prioritise taking ownership of issues, focussing on effective solutions, and applying the tools and techniques from our globally recognised MGI customer service training programme. It's essential that the postholder shares this commitment, helping us ensure an exceptional service experience for everyone we connect with.

Key Responsibilities

- Being the main point of contact for tenants in the development and for prospective tenants, responding to enquires, providing advice and signposting to relevant support services as required.
- Welcoming new tenants, making sure they are aware of the services and understand their rights and responsibilities of the tenancy agreement.
- Providing advice and support with rent obligations, taking steps in line with policy and working with Income Officers to maximise rent and ensure tenants are supported.
- Carrying out inspections of homes before and after they become vacant. Reporting any works required and ensuring completed work meet Loreburn's lettable standard.
- Undertaking regular inspections of the building (daily visual and monthly internal and external inspections to ensure the safe management of the building and services. Reporting defects and ensuring these are completed timely.
- Resolving tenant queries around maintenance and repairs.
- Resolving any nuisance and anti-social behaviour issues.
- Resolving complaints at first point of contact wherever possible.
- Updating the Customer Relationship Management system so that communications are managed effectively.
- Working alongside third sector partners and others to offer a range of services that enhance the lives and opportunities for tenants.
- Ensuring compliance with H&S responsibilities such as fire alarm testing, adverse event procedures and highlighting any concerns during visits. Providing relevant information to tenants on living safely in their homes such as fire safety, damp and mould prevention etc.
- Ensuring high standards of cleanliness and maintenance within the development and line management of any cleaning staff in the development.

- Consulting with tenants on matters which affect their home, environment and services, ensuring they have opportunities to shape service delivery.
- Facilitate engagement and social activities to provide opportunities which contribute to social inclusion and reducing loneliness and isolation.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Educated to SVQ Level 3/4 or equivalent e.g., GSCE/O Level Maths and English Grades A – C or equivalent level of experiential learning.	E
	CIH Level 2 qualification or relevant level of work experience.	E
	Evidence of continuous learning and development link to a relevant subject.	D
Knowledge & Experience	Have experience of a similar role/environment in your current or previous jobs or can demonstrate that your skills, personal qualities and experience equip you to take on the role.	E
	Have a good understanding of the vulnerabilities and challenges faced by older people.	E
Abilities, skills and attitude	Excellent customer service skills with ability to represent self and organisation positively, while taking a caring and compassionate approach.	E
	A collaborative mindset and ability to work effectively with others.	E
	ICT proficiency, including skills in the use of Microsoft packages including Office 365 Teams.	E
	Are resilient and can remain a positive contributor even when things get difficult	E

	Strong interpersonal skills communicating clearly and effectively and able to navigate sensitive situations with tact and diplomacy. Able to demonstrate empathy and respect whilst also having the confidence to manage communications appropriately.	E
	Can take ownership of issues and be accountable for your actions and decisions, having initiative and confidence to act fairly and effectively	E
	Ability to remain calm under pressure – when dealing with an emergency and when managing multiple demands.	E
	Self-motivated with the ability to work autonomously and be comfortable with the degree of independent working the role entails.	E
	Excellent time management and organisation skills with ability to plan tasks dealing with any reactive issues timely.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Can be flexible in your approach to work and your willingness and ability to meet the changing needs of our organisation and customers. 9 to 5 won't be reflected in our business structure in the future and there'll be times when you'll need to work outside of traditional office hours.	E
	Ability to attend events, meetings and to work from an alternative base when required.	E
	Full driving licence and access to a vehicle.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** E £29,329 - £37,142
- **Hours:** 35 hours per week Monday to Friday (09.00-17.00)
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and up to 8% matched employer contributions with additional option for salary sacrifice.
- **Probationary period:** 6 months

- **Access to broadband:** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Volunteering days
- Learning and development culture

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

G

GROWTH MINDSET

We aim to be the best and continue to learn, grow and change to achieve this.



R

RESPECT

We care about all that we do and how we do it.



E

EXCEPTIONAL TENANT EXPERIENCE

We always put our tenants first, with a strong commitment to positive and proactive ways of working.



A

ACCOUNTABLE

We are responsible for all that we do and we're happy to learn from our successes or failures.



T

TOGETHER

We deliver our best results when we work as a team.



We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.