

**Enhanced Housing
Later Living Development Manager
Salary E1-E3**

Salary: £23,106 - £26,212 pro rata
Location: Milburn Court, Stranraer
35 Hours, 5 Days a Week

Working with older people is more than just a job, it's a privilege. In this new role you will;

- Create a dynamic and ever-changing work environment
- Develop and deliver great customer experiences
- Develop and challenge yourself every day
- Create GREAT Places to live
- Enjoy an informal, non-bureaucratic, fun and productive workplace

About The Role

This role is an exciting opportunity to be part of our new Later Living Service, delivering an enhanced housing management service. The main focus of the job will be to provide a high-quality, customer facing service whilst ensuring that Loreburn values are lived and applied in your day to day work. You will need to deliver an exceptional customer experience, taking ownership and responsibility for the building and its services, ensuring enquiries are resolved at first point of contact and that our customers experience an excellent service that meets their needs and delivers Great Results.

We are looking for an individual who:-

- Puts our customers first, every time
- Looks to deliver a great customer experience
- Has an understanding of the vulnerabilities and issues facing older people
- Has the ability to work autonomously with limited supervision.
- Has the ability to make decisions whilst under pressure

For more information please access the [Role Profile.](#)

To apply, please complete a copy of our [Application Form](#) and submit it, along with a completed [Equal Opportunities Monitoring Form](#), to Recruitment@Loreburn.org.uk

For an informal discussion please contact Heather Dorling on 01387 321231 or Nina Brunton on 07522235701.

Closing date for applications: 9am Monday 23rd September 2019

Interviews: Week commencing Monday 30th September 2019

Role Profile

Later Living Development Manager

Reporting to: Later Living Service Manager

Salary Scale: E1 – E3

Scope of work: The Later Living Development Manager (LLDM) will have responsibility for the day to day management of the Later Living development, ensuring successful management and maintenance of the development and tenancy services. The LLDM will have delegated responsibility for a small budget assigned to the development.

Purpose of job: As an LLDM you will provide a high-quality enhanced housing management service to customers living in Later Living Developments, ensuring tenancies are sustained and that the environment is maintained to a high standard – all managed in accordance with Loreburn's policies, procedures and quality standards. You will need to deliver an exceptional customer experience, taking ownership and responsibility for the development and its services, ensuring enquiries are resolved at first point of contact and that our customers experience a terrific service and positive outcomes. To sum up, you will have autonomy to create a great place to live, empowering you to feel proud of your development and the services you deliver.

Accountabilities

1.0 Housing & Tenancy Management

- 1.1 Providing information and advice to customers, prospective customers and others regarding the Later Living Development and Loreburn's housing management services.
- 1.2 Welcoming new customers and assisting them to settle into their new homes, providing a customer induction and advice on the development and services they can receive. Ensuring they understand the rights and responsibilities of the Tenancy Agreement.
- 1.3 To act as a facilitator and/or to signpost customers to ensure they receive any additional advice or support services they may require from external agencies and other services provided by Loreburn.

- 1.4 Maintaining regular contact with all customers, ensuring they are maintaining a safe and secure environment and, where necessary, providing any relevant advice.
- 1.5 Undertaking periodic tenancy reviews with customers to ensure they continue to live safely in the development.
- 1.6 Liaising with Loreburn's income management team to resolve rent account enquiries.
- 1.7 Undertaking pre void inspections and void inspections, recording the findings and reporting works required. Ensuring that works are undertaken to a high standard, meeting Loreburn's lettable standard and within agreed timescales.
- 1.8 Providing advice and assistance to deal with anti-social behaviour issues or any other neighbour/community concerns, providing a suitable resolution to sustain tenancies and the harmony and enjoyment of the development.
- 1.9 Reporting of day to day repairs and maintenance matters and monitoring the progress of repairs to ensure satisfactory completion to an acceptable standard and within given timescales.
- 1.10 Providing advice and assistance in the sourcing of aids and adaptations where a customer may need these in their home.
- 1.11 Providing advice and assistance to customers/their families or representatives when a tenancy is being terminated.

2.0 General Management

- 2.1 To ensure high standards of cleaning and maintenance in the development, including liaising with cleaning staff and/or contractors and line managing any directly employed cleaners where required.
- 2.2 Be a first point of contact and respond to enquiries and complaints from customers, recording as appropriate and escalating to other teams or senior staff where necessary.
- 2.3 Facilitating the renewal of any communal TV Licence applicable to the development, ensuring this is done timely and in accordance with requirements.
- 2.4 To administer bookings for the guest room(s) at the development and recording of payments in accordance with Loreburn procedures.

- 2.5 To provide advice and information on the use of the development's facilities and availability to local organisations and services.
- 2.6 To promote the use of the communal facilities and manage the safe use of the building and facilities.

3.0 Customer & Stakeholder Engagement

- 3.1 Consulting with customers on matters which affect their home, environment and services, ensuring customers have opportunities to shape service delivery and improvements.
- 3.2 To hold regular customer meetings throughout the year and to encourage the development of customer groups, promoting customer participation.
- 3.3 Facilitating engagement and social activities to provide opportunities for customers which contribute to social inclusion and reducing loneliness and isolation.
- 3.4 Build connections with community groups and services which may benefit customers and/or reduce social isolation.
- 3.5 Actively seek and lever in any potential community funding that can be used to fund activities that improve outcomes for customers.
- 3.6 To encourage local integration, developing and maintaining effective partnerships with local service providers and taking an active role in relevant forums and local network groups.

4.0 Security, Health and Safety

- 4.1 Providing advice and assistance regarding security of the home and development and the safe use of equipment and facilities within the development.
- 4.2 To be familiar with all equipment and systems within the development, carrying out and recording any required checks and/or testing.
- 4.3 Undertaking regular inspections of the building (daily visual and monthly internal and external inspections) to ensure the safe management of the building and services and that facilities are maintained to a high standard. Reporting any defects in the building, the services and equipment and ensuring these are completed timely.
- 4.4 Undertaking all other routine health and safety testing and recording regimes relating to the safe management of the development, including: fire alarm, emergency lighting, legionella prevention and management.

- 4.5 Undertaking health and safety and property related risk assessments, reporting any significant risks and following up on any arising actions.
- 4.6 Ensuring any identified non-compliance in health and safety matters is acted upon and resolved.
- 4.7 Responding to inactivity reports provided by the development's assistive technology, checking on customers' safety when necessary.

5.0 Emergencies

- 5.1 To provide appropriate assistance in emergencies, in accordance with Loreburn's policies and procedures.
- 5.2 Occasional attendance at the development outside of scheduled hours, to deal with any buildings related emergencies.
- 5.3 To liaise with customers, relatives or others in the event of emergencies and in the aftermath of an emergency.

General

- To comply with all Loreburn Group policies, procedures and codes of practice.
- To take responsibility for your own personal development, and with support from Loreburn, updating your knowledge and skills to perform your role to the highest level, undertaking any required training that may improve your performance and keep your knowledge and skills current.
- To contribute and take a proactive role in projects and initiatives which meet the aims of the service and/or wider organisation.
- To take on any other duties as delegate/directed, which may be commensurate with the post.

Values and Expected Behaviours








The following values are expected of all colleagues at Loreburn -

Value	Expected behaviours
G rowth Mindset	<ol style="list-style-type: none"> 1. High expectations of self and team 2. Works hard to achieve goals 3. Celebrates achievements with team 4. Goes the distance without giving in 5. Learns from feedback and mistakes
R espect	<ol style="list-style-type: none"> 1. Values colleagues 2. Considerate, honest and tactful 3. Good listener and communicator 4. Strong integrity and sense of what's right 5. Willing to speak out
E ntrepreneurial Thinking	<ol style="list-style-type: none"> 1. Determined, strives to achieve 2. Focussed on getting the job done 3. Highly adaptable and embraces change 4. Looks for opportunities 5. Isn't afraid of a challenge
A ccountable	<ol style="list-style-type: none"> 1. Delivers 2. Takes personal ownership of a task 3. Acknowledges when things haven't gone well 4. Proud to work for Loreburn 5. Strives to achieve targets 6. Works in a way that ensures value for money
T ogether	<ol style="list-style-type: none"> 1. Strong team player 2. Effective cross team worker 3. Shares information, knowledge and skills 4. Makes a positive contribution to a collaborative, positive, work environment 5. Is tenant focussed and uses tenant feedback to shape services

Person Specification

This section summarises the skills, knowledge, experience and personal qualities you'll need to be successful in the role.

Skills, knowledge and experience	Essential	Desirable
• Able to demonstrate a knowledge of housing management services and housing for older people.	<input type="radio"/>	
• Understanding of the vulnerabilities and issues facing older people.	<input type="radio"/>	
• Exceptional organisational skills and the ability to manage time effectively and prioritise a varied work-load.	<input type="radio"/>	
• Ability to work autonomously with limited supervision.	<input type="radio"/>	
• Good administrative skills and the ability to use basic IT packages (eg. Microsoft Outlook, Word) and a willingness to learn internal ICT packages, (eg. Aareon QL for customer communications)	<input type="radio"/>	
• Experience of working collaboratively with other teams/services to ensure high standards of service delivery ensuring performance or compliance targets are achieved.		<input type="radio"/>
• Able to demonstrate an understanding of services provided by statutory and local voluntary agencies.		<input type="radio"/>
• Ability to develop and maintain professional relationships with external stakeholders, contractors, community groups etc.	<input type="radio"/>	
• Ability to work within a high performing culture and to be accountable for the quality of your work, taking responsibility for updating and improving skills and knowledge.	<input type="radio"/>	
• Ability to motivate and encourage customer involvement: in service improvements and encouraging independence in organising social activities.	<input type="radio"/>	
• Basic skills and knowledge of health and safety matters in the environment, being able to identify and report hazards and minimise risk.		<input type="radio"/>
Qualifications and Education		
• Educated to a good standard e.g. minimum of standard Grade C or equivalent national standards in Maths and English or be able to demonstrate the equivalent level of knowledge acquired from on-the-job training or experience.	<input type="radio"/>	
• Full Current Driving Licence	<input type="radio"/>	

<ul style="list-style-type: none"> • First Aid Certificate (or willingness/ability to acquire). 		
<ul style="list-style-type: none"> • Appropriate registration with PVG 		
Personal Qualities		
<ul style="list-style-type: none"> • Ability to remain calm under pressure – when dealing with emergencies and when managing multiple demands. 		
<ul style="list-style-type: none"> • A willingness to work with some degree of flexibility if requested to do so. 		
<ul style="list-style-type: none"> • Highly motivated with a strong work ethic and ability to work autonomously. 		
<ul style="list-style-type: none"> • Patience and resilience 		
<ul style="list-style-type: none"> • An empathetic approach with respects confidentiality and the ability to operate with professional conduct and detachment when working with potentially vulnerable customers. 		
SPECIFIC REQUIREMENTS FOR THE JOB		
<p>A flexible approach to working hours is essential to accommodate any scheduled evening or weekend working to meet customer requirements. There may be a requirement to travel between developments and there may also be an occasional need to work from other developments in the region.</p> <p>Ability to respond outwith normal working hours to provide an emergency response at developments when required.</p>		