



Job description

Job Title:	Sheltered Housing Development Manager
Reporting To:	Area Manager
Based:	Satellite Offices
Salary:	£27,518.70 per annum
Hours:	35 hours a week

Purpose

The purpose of this job is to provide a high quality, effective and resident focused intensive housing management service to the residents in Sheltered Housing Developments as directed by the Area Manager

Activities and Responsibilities

- Provide sound advice to residents and their advocates or appointees for rent arrears, aids & adaptations and other housing management related issues.
- Clearly explain the conditions of tenancy to new residents at sign up. This includes logging & receipt of keys, to produce tenancy/sign up pack and explain the terms and conditions of the tenancy agreement and their security of tenure within it.
- To actively promote the development, carry out viewings, show potential residents and partner agencies around the development and promote the services provided.
- To effectively advise and assist residents or their appointees in dealing with HB / UC claims during tenancy sign up process and throughout their tenancy.
- Putting the resident in touch with or advising them on availability of care, support and welfare services, where not provided by Alpha Living. Encouraging residents to engage and maintain those contacts.
- Initially contacting relatives or care services directly when there appears to

be a cause for concern and making safeguarding referrals should it be required.

- Ensuring the incoming residents are settled into their new home and are comfortable that they can accept their new tenancy responsibilities.
- Maximising income from rent and service charge collection and void turnaround following company processes and procedures.
- Give sound advice relating to resettlement and permanent move-on accommodation opportunities. This also includes any preparatory work required on resettlement of residents needing to move on.
- Proactively participate in staff engagement activities e.g. roadshows, staff conferences, café consultations/people engagement, group sessions and development managers' events.
- To attend meetings and events as may be required from time to time at other Alpha developments and external locations which may not be easily accessible by public transport.
- To provide line management for Housekeepers employed within the Development and supervising Repairs/Service contractors who visit.
- Facilitate and report day to day repairs within the Developments.
- Undertake robust routine testing of all door entry systems and fire alarms.
- To undertake robust routine health and safety audits of shared / communal areas and robust property inspections as required to maintain a safe and comfortable standard within the Developments.
- To maintain accurate resident and property records using the Civica CX Housing Management System.
- To actively carry out support plans and support reviews with residents in line with Alpha Living's internal procedures.
- Covering for other Development Managers when colleagues are away.
- Sitting with residents whilst waiting for emergency services

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described above and / or in line with legislative changes. It will be reviewed periodically to take into

account changes and developments in service delivery. Any Changes will be discussed fully with the job holder.

Our Values

Our recruitment process takes account of our values. We are a kind and thoughtful organisation which aims to help older people live independently for longer. Your application should demonstrate your commitment to these values.

Our organisational values are:

Bold & Brave

We create a space for belonging and inspire our residents, colleagues and customers to be the best possible version of themselves, to make bold choices, grow, learn and excel.

Compassionate

We put the person at the heart of everything we do and celebrate the diversity of our residents, colleagues and customers. We don't just say we care; our actions show we care.

Honest

We are open and honest; we value and respect each other's opinions and thoughts. We are inclusive in our interactions and encourage others to be the same.

Positive

We are inclusive in our approach, we are resilient and focused on delivering the best possible outcomes for our residents, colleagues and customers.

Person specification

Role: Sheltered Housing Development Manager

	Essential	Desirable	Method of Assessment (see list below)
Education and Qualifications			
A housing qualification		X	AF
Social Housing Experience	X		AF
Evidence of Continuous Professional Development		X	AF, I
Experience			
ICT skills which are applied in a way to provide an effective housing service	X		AF, I
Excellent written and verbal communication skills	X		AF, I
Experience of working in the field of Independent Living/Sheltered Housing		X	AF, I
Proven experience of delivering excellent customer service	X		AF, I
Skills, knowledge and ability			
Ability to problem solve and act as an advocate for customers	X		AF, I
Ability to plan organise & prioritise work under pressure	X		AF, I

Able to communicate complex or sensitive issues to customers in a clear and concise manner	X		AF, I
Proven ability to work independently and use own initiative in challenging situations	X		AF, I
Personal characteristics			
Ability to take responsibility of own training & self-development	X		AF, I
Willingness and proven ability to work flexibly and adapt to the service, giving consideration to the needs of vulnerable customers	X		AF, I
Committed to equality and diversity	X		AF, I
Other			
Must hold a full UK driving License and have access to own car		X	AF

AF = Application form I = Interview