

Northumberland County Council  
**JOB DESCRIPTION**

Post Title: Sheltered Scheme Officer		Director/Service/Sector Place, Housing & Public Protection, Housing Services		Office Use
Band: Band 5				JE ref: 3537 HRMS ref:
Responsible to: Senior Sheltered Scheme Officer		Date: September 2018	Manager Level:	
Job Purpose: <ul style="list-style-type: none"><li>Responsible for delivering and developing a high quality, responsive sheltered scheme management service that focuses on positive customer outcomes and satisfaction whilst meeting the needs and aspirations of the residents.</li><li>Responsible for the day to day management of a designated sheltered housing scheme area ensuring excellent service delivery through maintaining a high profile within them.</li><li>Deliver a scheme management service ensuring the provision of a high quality, responsive and customer focused service which meets Council and company objectives.</li><li>To be responsible for the security and management of a designated sheltered housing scheme.</li></ul>				
Resources	Staff	No staff		
	Finance	Responsible for maximising income by ensuring properties are let in a timely and efficient manner. Managing the collection of guest room and TV Licence income where appropriate.		
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation, resident support plans . Customer communication documents.		
	Clients	Daily contact with partner organisations, customers and stakeholders		
Duties and key result areas: <ul style="list-style-type: none"><li>Effective management of a designated sheltered housing scheme.</li><li>To carry out visits to all tenants on a regular, planned basis to identify and assist with any issues that may support the sustainability of the tenancy</li><li>Carry out daily welfare checks in line with policy and residents choice responding to emergencies and calls for assistance when required in the scheme.</li><li>Conduct home visits completing resident support plans and signposting to additional support services where applicable.</li><li>Responsible for arranging and carrying out accompanied viewings and sign ups, liaising closely with the Allocations Officer.</li><li>Monitor all local services including Highways, street lighting etc. in neighbourhoods ensuring they are effective and that any service failures are reported appropriately and remedial action of escalation is taken to effective conclusion.</li><li>Provide complex advice, support and information to customers in a sensitive and confident manner, applying a customer first approach when dealing with colleagues and customers.</li><li>Deal with face to face situations with tenants that at times that may be contentious and complex in nature</li><li>Action appropriately and swiftly, all low level Anti Social Behaviour / breaches of tenancy reported or identified to you and escalate if necessary as per policies and procedures.</li></ul>				

- To maintain appropriate relationships with key external and internal partners representing the organisation at meetings with various agencies for example safeguarding meetings.
- Ensure that all complaints and requests for information are dealt with effectively within set timescales and resolved at the earliest point of contact.
- Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
- Respond to enquiries, providing advice to Residents in relation to the tenancy management including successions, mutual exchanges and surrender of tenancies. Proactively seek out information and apply judgement to identify solutions using own initiative.
- Take responsibility in helping residents access the full range of services and support they require.
- To carry out building health and safety checks in schemes including weekly testing of the fire alarm, emergency lighting and monthly checking of warden call equipment.
- Responsible for carrying out technical inspections and audits of homes within the scheme as and when required and identify and action any issues/repairs or breaches accordingly and in line with policy and procedure.
- Ensure all residents adhere to their tenancy conditions and that action is taken to remedy any breaches
- Build up a good rapport with Residents in your designated sheltered scheme and initiate opportunities and encourage them to assist in shaping services.
- Actively develop and promote resident involvement, facilitate scheme activities, ensuring a vibrant environment is created to assist in the reduction of social isolation within the scheme.
- Develop effective and constructive relationships with key internal and external partners in order to promote effective partnership arrangements for the delivery of high quality services.
- Ensure the accurate recording of data and resident information to ensure a high level of performance and standards of customer service at all times.
- Attend meetings out of normal office hours as required by the role.
- Ensure communal areas of the sheltered scheme, both internal and external are welcoming and maintained to high standard, reporting potential hazards immediately.
- Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.
- To co-ordinate information on local housing support services and advice agencies and to act as an information point for staff on services that are available locally.
- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Physical Requirements:	Ability to drive
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Transport requirements:	The work may involve driving to other estates and schemes.
Working patterns:	Flexible working - the ability to work occasional evening or weekend.
Working conditions:	Post based indoors

**Northumberland County Council  
PERSON SPECIFICATION**

<b>Post Title:</b> Sheltered Scheme Officer	<b>Director/Service/Sector:</b> Housing and Public Protection	Ref: 3537
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
Good standard of education to NVQ Level 3 or equivalent. Understands the diverse functions of a large complex public organisation. An active appreciation of the procedural and practical issues relating to the service. An active awareness of and active interest in the current issues facing the service. Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department. Actively undertaking ongoing continuous professional and personal development.	A relevant housing qualification or equivalent.	
<b>Experience</b>		
Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. Thorough knowledge and experience in a relevant context and service. An active desire to provide effective customer centred services.		
<b>Skills and competencies</b>		
Effective IT skills and ability to understand and develop the use of ICT to achieve work objectives. Confident and competent in expressing own views and an active participant in internal and external meetings. Numerate and able to analyse complex business related statistics. Ability to work methodically and systematically.		

Adopts a collaborative approach to work.		
<b>Physical, mental and emotional demands</b>		
Generally works from a seated position with regular need to walk, bend or carry items. Need to maintain general awareness, with lengthy periods of enhanced concentration. Regular contact with public/clients in dispute/negotiation with the County Council. Exposure to unpleasant working conditions within both void and tenanted properties. Be able to work under pressure.		
<b>Motivation</b>		
Dependable, reliable and a good timekeeper. Customer focused and able to deliver within tight timescales. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision.		
<b>Other</b>		
Hold a valid driving licence and have use of a vehicle		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

