

Job Title	Scheme Manager (non-resident)
Reporting to	Property Maintenance Co-ordinator
Purpose	To oversee day-to-day site management, property maintenance and resident welfare
Hours	Monday to Friday 9am to 5pm (including occasional evening and weekend working as required)
Location	Walters Close, Southwark

Job Description (This job description is non-contractual)

The Trust Partnership is employed by almshouse charities (Clients) to provide almshouse management services.

Role of Scheme Manager

1. To ensure efficient and effective delivery of The Trust Partnership's almshouse management services on site.
2. To strive to achieve a harmonious and content community.
3. To make regular reports as appropriate.
4. To oversee pride in the site including quality control.
5. To respond to and deal with any emergencies or problems which might arise.
6. To maintain records and databases relating to the site, the buildings and the residents.
7. To be a reassuring visible presence on site.

Responsibilities and Duties

8. To be responsible for the day-to-day running of the site.
9. To ensure the site is well-maintained, kept tidy and safe for all.
10. Holding, securing and issuing spare keys to almshouses and primary keys to other buildings.
11. To oversee site security including managing CCTV and locking gates and key management.
12. To work closely with colleagues, professionals and third parties to ensure efficient and effective delivery of the almshouse management services.
13. Monitoring and recording any resident's call outs, emergencies, absence, hospitalisation and incidents.
14. To communicate regularly with all residents in a respectful, helpful, polite and efficient manner and to contact individual residents as required.
15. To develop good relations with and support residents, according to their needs, to enable them to live independently.
16. To liaise with health and welfare professionals as necessary.
17. To liaise with and develop good relations with the local authority Social/Adult services, Primary Care services, Health services, CAB and similar service providers.
18. To log responsive repairs to the database, assist with arranging contractors and ensure work is carried out in a timely, efficient and cost effective way.
19. To check contractors have attended site and completed tasks required to a satisfactory manner.

20. To oversee the grounds are kept tidy and the gardener attends site.
21. To oversee the cleaning contractors to ensure communal areas are kept clean and tidy
22. To arrange access to properties and grounds as necessary.
23. To monitor contractors on site during working hours.
24. When on duty, to respond without delay to emergency calls.
25. To assist with allocating almshouses, maintaining an eligibility list, welcoming new residents.
26. To assist with resident consultation and event planning where necessary.
27. To assist with calming resident disputes.
28. To assist with health and safety checks as necessary.
29. To keep meticulous accurate and timely records of contact with residents using the Sharepoint system
30. To keep updated records of family contacts and/or next of kin and to approach them where necessary.
31. To encourage resident-led social activities.
32. To implement all approved policies, as relevant, and to be particularly mindful of best practice for safeguarding, data protection and health and safety compliance.
33. To ensure residents abide by their Licence to Occupy, including payment of contributions and service charges, and managing arrears and comply with the Residents' Handbook
34. To provide support to, and work alongside, the Friends of Drapers' Almshouses.
35. To oversee communal facilities, ensuring they are kept tidy and well maintained.
36. To ensure the approved policies and processes relevant to the site are adhered to.

The purpose of this job description is to focus on the most important aspects of the job-holder's role. It is not intended to be a complete list of duties, and it is therefore expected that the job will include tasks not listed above, including:

1. To assist in managing The Trust Partnership's databases.
2. Establishing a rapport with the Community Support Officer (police) and the local Fire Station.
3. To fulfil such other duties as may reasonably be required by the Trustees or other officers of The Trust Partnership.
4. To represent The Trust Partnership to the required standard in person and through all communications.
5. Undertaking continuing training, as required and agreed

Facilities

The Manager will be provided with an office, a laptop computer, mobile telephone and broadband.

Person Specification

Essential

1. Excellent IT skills including use of Word, Excel and databases.
2. Excellent organisational skills, accuracy and attention to detail.
3. Excellent communication skills, both written and oral, including the ability to get on with people from a broad range of backgrounds.
4. Personable and with a proven positive, willing, professional and flexible outlook.
5. Honesty, punctuality, integrity, confidentiality, patience and excellent listening skills.
6. Calm and resilient with a kind and respectful disposition.
7. Confidence to make decisions, but also ask for advice and support when appropriate.
8. Inherent knowledge of what is appropriate in the circumstances.
9. Ability to work within a small team.
10. Ability to work as a lone worker.
11. Ability to risk assess a situation and act calmly and with confidence and respect in challenging circumstances.
12. An understanding of the importance of health & safety compliance and resident welfare.
13. Ability to manage and prioritise workload.
14. A vocational attitude to the job.
15. Ability to understand and work within professional boundaries.

Desirable

1. Experience in housing management and/or resident welfare, preferably in almshouses
2. Understanding of property maintenance and compliance in a residential context
3. An understanding of the charitable sector, in particular a trustees' duty of care.
4. An understanding of almshouses.
5. Commitment to the almshouse movement and philanthropy sector.
6. Knowledge of a property management database.

Any offer of employment will be subject to a satisfactory DBS check.