

Job title: Community Manager



Line manager: Area Manager

Grade (if applicable): 4

Direct reports: Cleaner/Grounds team

Role purpose:

To offer help, support, and advice to residents along with assessing the wellbeing of each resident. To have overall responsibility for the day-to-day housing management and services provided at the scheme.

Key results:

- Provide practical assistance to residents, supporting them in resolving their queries and issues, manage their reasonable expectations and identify proactive resolutions.
- Continuously assess residents needs to ensure they have the right level of support.
- Develop and maintain relationships with internal and external agencies in order to effectively signpost residents to additional/specialist care and support where required.
- To deal with complaints on site in accordance with company procedure.
- Identify and act on any safeguarding concerns and manage risks appropriately.
- Update and maintain case management systems, ensuring we hold accurate data on residents and comply with the Data Protection Act/General Data Protection Regulation.
- To process any purchase orders and all administration relating to your community(ies)
- Report and proactively monitor reactive repairs, preventative maintenance and estate services, both internally and externally and to the wider grounds.
- Provide access for (including checking credentials) and appropriately supervise contractors, statutory service workers and other professionals, whilst on the premises.
- Managing the use of the communal facilities and guest room (as applicable).
- Follow Peabody policies and procedures around physical safety, dynamically assessing risk and fulfilling specific duties such as fire marshalling or first aid.
- Follow all other relevant Peabody policies and procedures, including those specific to Later Living Services.
- Generate community spirit and resident participation, facilitating activities that improve health and wellbeing and promoting use of communal spaces.
- Line-manage a cleaner/grounds team as required to ensure a high standard of cleanliness throughout the community.
- Provide cover for other communities when required to ensure a consistent level of service delivery.
- Attend training as required for the effective fulfilment of the role, as well as mandatory training as determined organisationally.
- Undertake any other duties reasonably required by the management team.

Success metrics:

- Communities are managed to a high standard in terms of cleanliness, repairs and statutory requirements in terms of fire safety and health at all times.
- Community premises feel like a home, not an institution.
- Resident satisfaction is high and residents feel safe, secure and respected in our communities. Low level of complaints.
- Opportunities for engagement and activity, both within communities and in the locality meet residents' reasonable expectations.
- All FRA's, Health & Safety checks and Wellbeing checks completed on time.

Version Date: Feb 2023

Signed off by: Caroline Seery

About you:

You will be:

- Able to work independently, exercising initiative and good judgement.
- Able to work under pressure and meet deadlines and targets and effectively manage your time to balance multiple priorities.
- Able to develop professional relationships with residents and internal and external customers whilst maintaining appropriate boundaries to ensure effective service delivery
- You will be totally committed to delivering excellent customer experience – being easy, reliable, and empathetic in the way you deal with customers, and colleagues.
- Organised with good time management skills.
- Ability to climb stairs.
- Willingness to attend all core and relevant training, meetings and conferences.

You will have:

- Excellent interpersonal and customer service skills
- Knowledge of IT including, word, excel and Microsoft office.
- Experience of working with Later Living communities
- Experience in Community housing management
- Experience in managing budgets.
- Experience of working with stakeholders
- Knowledge of the health and safety compliance responsibilities.
- Understanding of the support and care needs of Later living residents.
- Good understanding of equality and diversity
- Strong communication skills in both written and verbal tasks.
- Good administration skills
- Good IT skills

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.

This role is subject to an Enhanced DBS Check and will require a full driving licence and access to a vehicle.