

Job Description

Job title	Scheme Officer
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Locality Officer

Job Purpose:

The role will be accountable for delivering a professional, proactive, visible, high quality, customer centric housing management service to SNG's customers in the housing for older people's service. Ensure SNG's homes and place are well maintained and provide advice and guidance to customers to help them maintain independence and resilience within a positive environment.

The role will shape our services around customer, home, and place within specific localities, champion SNG's values and work alongside colleagues to achieve priorities. Responsible for maintaining high data quality in our housing management and corporate systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

The role will be working with other Locality teams and related Customer teams to deliver all operational services to an agreed area and set of standards which will need collaboration and cooperation between all teams. The focus will be on with devolved decision making to ensure customers' needs are addressed in an efficient and timely manner.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Locality Manager and Locality Officer, this role is responsible for ensuring our homes and place provide a safe, well maintained, compliant environment, where current and future customers will be proud to live. The role will contribute towards achieving our operational goals, customer satisfaction standards, and maximising regulatory, legislative and industry best practice with a locality.

Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Model and bring SNG values to life, driving a culture of inclusion, collaboration, learning, development and high-performance.
- Deliver highly effective professional service within the housing for older people service to enable customers to maintain independence and resilience ensuring residents can sustain their tenancy and create a positive environment.

- Liaise with external professional agencies (i.e. deputyship, advocacy, community mental health team, safeguarding, social care), service providers and other agencies to support the wellbeing of customers and promote their ongoing independence.
- Welcome prospective and new customers including viewings and settling in visits. Conduct scheme inductions and make referrals for financial and other support and disabled adaptations. Ensure personal information of all customers is regularly updated and uploaded onto systems.
- Provide advice and guidance to current and future residents to address issues related to their tenancy, home and scheme, including effective management of low-level disputes / anti-social behaviour cases, thereby enabling us to meet agreed performance, service, financial standards ensuring customer satisfaction, and fully comply with legislation, regulatory and governing requirements.
- Carry out regular inspections of schemes, oversee and monitor the work of on-site contractors including cleaning and/or grounds maintenance, monitoring of services, testing equipment, reporting service failures and repairs to ensure sites are compliant, meet our customer expectations and SNG Health and Safety standards.
- Support delivery of building safety activities to achieve compliance targets specifically for fire risk assessments, gas and electrical safety.
- Work with colleagues and contractors to respond to routine and critical incidents, ensuring a timely resolution and the safety of our customers.
- Engage with internal departments and contractors to ensure completion of essential works to customer's homes and scheme works (i.e. fire compartmentation, lift replacement projects, and works to plant rooms).
- Assist in progressing improvements for the scheme and communal grounds, obtaining quotes from contractors and collaborating with internal teams to oversee the works through to completion, ensuring customers are kept informed and supported throughout.
- Install and program careline units and pendant alarms in dispersed schemes. Prompt and support residents to test their careline equipment, working with the Customer Service Management Centre to address any that are not completed.
- Carry out risk assessments, including person-centered fire risk assessments, as required to ensure safety and compliance across our schemes and complete activities required to ensure we meet our regulatory standards.
- Develop and promote effective communication to customers through a variety of channels including maintaining a digital presence within our scheme, actively broadcasting community messaging and by hearing our customers voice develop innovative solutions to build community ownership.
- Through listening to the voice of our customers and communities, shape innovative social and physical improvement to support their aspirations.
- Work collaboratively with the Locality and cross functional teams to provide a proactive data led service to deliver the customer outcomes, building trust and respect within our communities whilst ensuring effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Be responsible for developing productive relationships with local stakeholders and partnering agencies, built on trust, respect and a joint interest in enable customers to remain independent and sustain their tenancy.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results and create a great place to work.
- Support the development of creative solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met.

- Through hearing our customers voice, work with the Locality team to secure social impact benefits that create opportunity and improvements for our places.
- Contribute to the collective detailed local knowledge of customer, asset, and investment needs, sharing this across locality delivery teams.
- Collaboratively meet challenging targets for key business services so we meet agreed performance, service and financial standards ensuring we meet customer satisfaction.
- Contribute to delivery of the Corporate Plan, supporting key projects and activities, delivering the agreed business outcomes and benefits.
- Ensure own effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Scan the locality to identify issues that may impact SNG or our residents and where appropriate develop and implement mitigation plans.
- Hold the Data Steward role for data related to customer management and careline systems as set out in SNG's data landscape.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance team for consideration and/or investigation.
- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience of working across teams and agencies to address customer needs.
- Excellent communication and interpersonal skills.
- Ability to record and maintain the proper use of data.
- Experience of representing an organisation at a local level to raise the profile of the business.
- Demonstrable ability to exhibit operational thinking and values driven behaviours to fulfil an organisation's corporate plan and strategies.

Desirable

- Effective communicator that builds trust and respect able to influence and challenge.
- Demonstrable experience of suggesting and supporting the delivery of innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation.
- Ability to work with others to optimise team performance.
- Ability to receive honest communication and develop inclusive relationships whilst remaining self-motivated and accountable for your work.
- Track record of meeting deadlines and working effectively with others in a dynamic environment.
- Understanding of data breaches, associated implications, and industry standards of preventing/triaging a breach.
- Demonstrable experience of excellent customer service achievements in a delivery environment.
- Proficient use corporate systems and digital housing management products, including Dynamics and ActiveH.
- Membership of a professional body – CIH (Chartered Institute of Housing) or equivalent.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1387	Helen Hann	10/07/2023	
2.0	4773	Rebranded	11/2025	