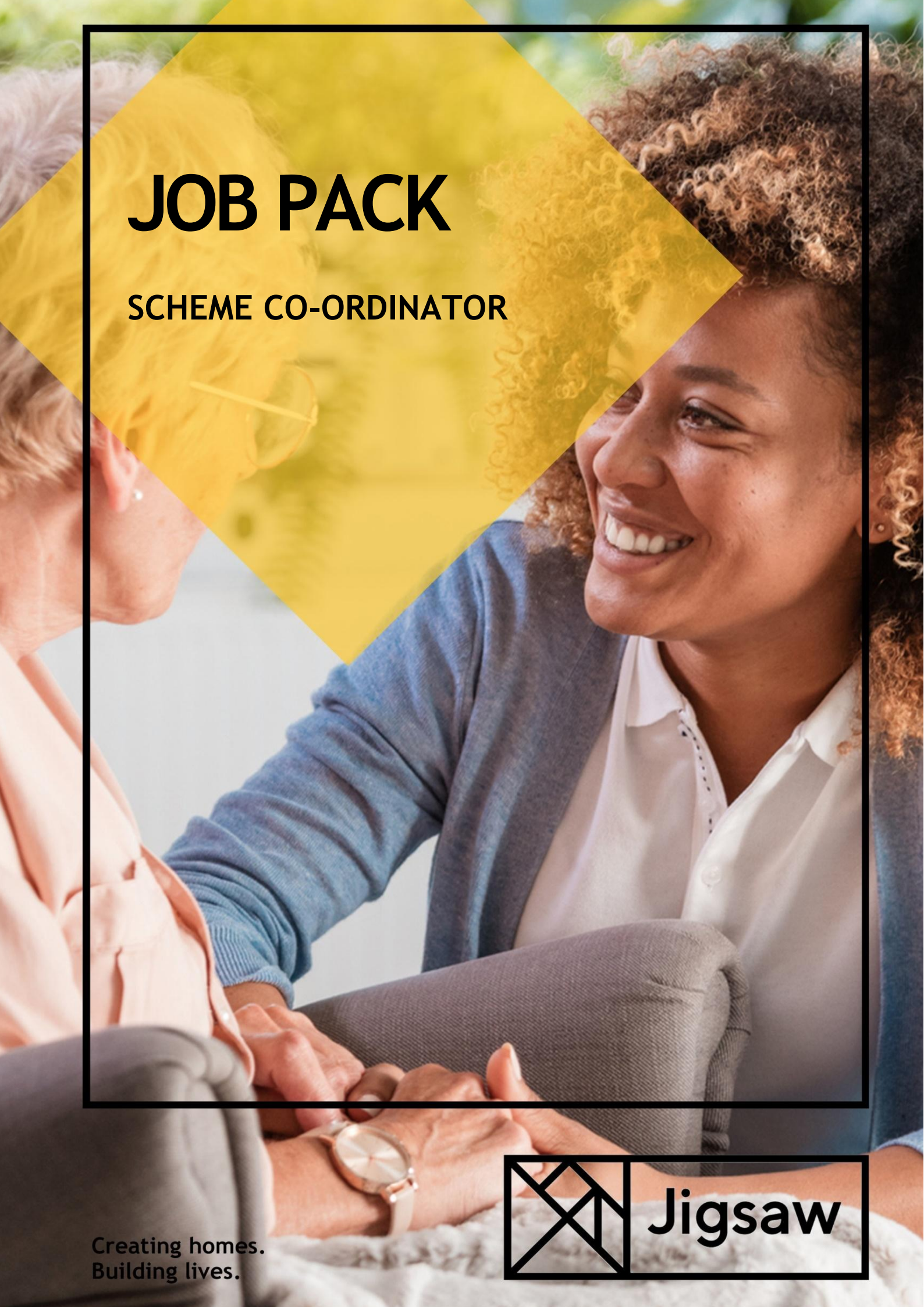
JOB PACK

SCHEME CO-ORDINATOR



Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

Our Housing for over 55's Team is passionate about improving the quality of older people's lives by providing an excellent standard of housing and services. We want people who care as much as we do about delivering an excellent service to our customers and making a difference.

Our schemes are for people over 55 although in some schemes which also have care, the age limit is set at 60 or 65.

You will be joining a team of Co-ordinators who work together and support each other and meet regularly with their managers as a team and individually.

Role Summary

The successful candidate will ensure the safety and well-being of residents by providing a quality service that reflects our professional standards. This may include working across a number of schemes, and dependent upon your specific role may also include weekend and bank holiday working (as part of a rota).

You will be responsible for carrying out health and safety inspections in accordance with the Group's policies and procedures, ensure files and records are kept up to date and organise and conduct regular scheme meetings with residents.

Overall, you will ensure the smooth day to day running of schemes by liaising with residents, their families, other Jigsaw Homes teams and external customers.

Responsible To - Team Leader

MAIN TASKS OR ACTIVITIES

1. Arrange viewings of accommodation and carry out sign up of tenancy agreements as well as welcoming new residents and ensuring they know how to access and use all the shared facilities at the scheme.

2. Ensure residents understand their rights and responsibilities under the terms of the tenancy agreement and carry out your duties to monitor the health, safety and wellbeing of all residents.

3. Ensure that residents apply for Housing Benefit and/or personal benefits where eligible to maximise income.

4. Liaise with rent account team to provide effective management of rent issues.

5. Record and monitor any breaches of the tenancy agreement and work within procedures to resolve them.

6. Liaise with Voids and Lettings team to ensure that void targets are met and work is completed to a high standard.

7. Maintain security at the scheme and monitor and report neighbour nuisance and any instances of anti-social behaviour.

8. Manage emergency situations appropriately by following procedures in accordance with the Group's policies and procedures.

9. Carry out health and safety inspections in accordance with the Group's policies and procedures ensure action points in the fire risk assessment are completed.

10. Report any concerns relating to safeguarding using the organisations policies and procedures.

11. Adhere to health and safety lone working procedures and ensure safety systems are used when required.

12. Manage access and facilitate / monitor visits from contractors.

13. Proactively promote the scheme in the wider community including social workers, community nurses and visiting care staff to support void management.

14. To develop your own specialist knowledge of services for vulnerable people and to build and maintain contacts with other specialist, professional and voluntary services

15. Produce and distribute information to residents i.e. Newsletter.

16. Carry out administration tasks using the organisational computer systems relevant to the role and maintain up to date records

17. Follow all Groups policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.

18. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

19. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Director commensurate with the position.

Candidate Requirements

Candidate Requirements:	• Good organisational skills • Excellent written and verbal communication skills • A knowledge and understanding of current issues relating to housing for older people, such as safeguarding, confidentiality etc. • Proven ability to use IT • Ability to effectively handle difficult situations • Able to work under pressure and have a flexible approach • Full, valid UK driving licence with access to a vehicle for business use

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.

Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

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