

<b>Job Title</b>	Extra Care Assistant	<b>Location</b>	Various	<b>Job Family</b>		<b>Grade</b>	
<b>Reports to</b>	Extra Care Scheme Manager	<b>Designation</b>	Field	<b>Support</b>		<b>A2</b>	
<b>Overall, Purpose:</b> To assist the Extra Care Scheme Manager to provide a high-quality housing management service which ensures the delivery of safe and secure service provision. To work as directed by the Extra Care Scheme Manager to ensure housing management services exceed customer expectation.							
<b>Responsibilities &amp; Outcomes</b>		<b>Skills / Experience</b>		<b>General Role Expectations</b>			
<b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>Provide advice and guidance for repairs, tenancy management and rents, handing on to specialist teams across Guinness where required to ensure a high quality and responsive service for Extra Care residents.</li> <li>Liaise with internal and external teams to ensure that all customer concerns are followed up whilst supporting the protection and safety of our customers, with safeguarding procedures ensuring appropriate identification, monitoring and reporting of safeguarding concerns.</li> <li>Complete routine health and safety inspections including fire safety and periodic visual inspections of fire equipment and complete relevant electronic reporting, ensuring compliance with all relevant Health and Safety legislation and guidance.</li> <li>Ensure that all communal and landscaped areas are clean and maintained to the highest of standards in line with agreed specifications, targets, and timescales for action.</li> <li>Engage and communicate effectively with residents signposting local area information and services.</li> <li>Respond positively and timely, using agreed standards to resolve residents' complaints, and hand on to specialist teams where appropriate.</li> <li>Ensure that incident reports are completed as required.</li> <li>Liaise closely with on-site contractors to minimise disruption; keeping residents informed and updated of progress of ongoing works.</li> </ul>		<b>Essential:</b> <ul style="list-style-type: none"> <li>Experience of working with customers and acting on their feedback to deliver great customer service.</li> <li>Able to work together and communicate well with others.</li> <li>Sets high standards for themselves, with a focus on performance and excellence.</li> <li>Demonstrates a positive, proactive, and enthusiastic approach.</li> <li>Good level of IT skills and knowledge.</li> <li>Good oral and written communications.</li> <li>Good administration skills.</li> <li>Basic understanding of Health &amp; Safety requirements &amp; best practice.</li> <li>Demonstrates the Guinness Behaviours.</li> </ul>		<p><i><b>This is the description of the Band A performance levels within the Guinness banding framework. There may be some roles where the individual requirements are higher or lower, though overall the role falls within Band A.</b></i></p> <p><b>People Skills:</b></p> <ul style="list-style-type: none"> <li>Works cooperatively with others, building relationships in own area of work to deliver priorities.</li> <li>Communicates straightforward information, noting information and requests accurately, seeking clarification where needed.</li> <li>Uses language others will understand, adapts behaviour and takes reasonable steps to understand and respond to people with different backgrounds and needs.</li> <li>May produce and make alterations to standard documentation within an established framework.</li> <li>Recognises different needs, circumstances and points of view in others, and responds to these appropriately.</li> </ul> <p><b>Planning &amp; Achieving Results:</b></p> <ul style="list-style-type: none"> <li>Plans on a daily basis and prioritises routine tasks under guidance.</li> <li>Accountable for completing tasks according to standards following policies, procedures and protocols.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>Thinks of simple ways of dealing with other's needs.</li> <li>Initiates action to resolve customer problems, responding to the needs and circumstances of the customer.</li> <li>Follows up to ensure that the service delivered meets the needs of the customer, keeping promises and commitments.</li> <li>May support external customers with requests for information within guidelines, routine needs or simple problems.</li> </ul> <p><b>Problem solving:</b></p> <ul style="list-style-type: none"> <li>Deals with a range of basic problems as they occur, responding to immediate operational needs.</li> <li>Takes decisions within the context of a routine job environment.</li> <li>Chooses from appropriate options in response to work issues that arise, seeking advice and assistance in response to more complex issues.</li> </ul> <p><b>Knowledge, skills and experience (Technical Knowledge):</b></p> <ul style="list-style-type: none"> <li>Work involves a variety of tasks that follow established sequences or procedures. Work requires basic skills acquired through training and work experience. Expected to hold or achieve NVQ level 2 within first year of appointment.</li> </ul>			
		<b>Qualifications</b>					
		<b>Essential:</b>					
		<ul style="list-style-type: none"> <li>Educated to level 1 (GCSE or equivalent) or higher.</li> </ul>					
		<b>Other</b>					
		Driving Licence Required	No				
		Mobile working required	No				
		Evening and weekend working required	No				
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.