

Job Profile

Job Title	Homeownership Scheme Manager		
Job Reference No.	HOMEJD428	Date of issue:	April 2026

The job in a nutshell...

This role manages the day to day running of a homeownership retirement scheme so customers can live safely, independently and with confidence. The role is the main on site presence, bringing together building safety, customer support, income, services and engagement. Working closely with colleagues, contractors and external agencies, the role ensures the scheme runs smoothly, remains compliant, and feels like a welcoming place to live.

What success will look like...

The scheme operates safely and remains fully compliant at all times because building checks, fire safety controls and health and safety arrangements are embedded into daily practice. Issues are identified early, logged accurately and followed through to resolution, so risks are reduced and customers feel secure in their homes. Compliance records are complete, up to date and reliable, giving assurance to managers, regulators and customers alike.

The building and shared spaces are well maintained and consistently welcoming because repairs, cleaning and maintenance are coordinated effectively. Contractors access the scheme safely, work is monitored, and standards are upheld. Customers can see that issues are taken seriously and resolved in a timely way, which builds trust and pride in where they live and reduces repeat problems or complaints.

Customers are supported to live independently for as long as possible because the right checks, systems and conversations are in place. Welfare arrangements are agreed, reviewed and respected. Warden call systems function reliably, and emergencies are handled calmly and correctly. Safeguarding concerns are recognised, reported and managed appropriately, ensuring customers, families and partners have confidence in the service.

New and existing homeowners experience a smooth, well managed service because accurate information is available and processes are clear. Properties for sale are recorded correctly, enquiries are handled efficiently, and new customers are welcomed in a way that helps them settle quickly. Records are maintained so colleagues across the organisation can rely on the information held at scheme level.

Scheme finances are well controlled because income, charges and expenditure are managed carefully. Service charge information is accurate and clearly presented to customers. Payments, invoices and purchasing processes run smoothly, ensuring suppliers are paid on

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time and value for money is demonstrated. Customers understand what they are paying for and trust that costs are managed responsibly.

Customers are well informed and involved because communication is consistent and meaningful. Noticeboards and newsletters are kept current and relevant, helping customers understand what is happening in their scheme and across the wider organisation. Feedback routes are visible and used, and customers can see how their views influence decisions and improvements.

The scheme continues to run effectively during change or absence because support and cover arrangements are in place. Colleagues feel confident stepping in when needed, and handovers are clear. This consistency ensures customers receive the same standard of service, regardless of who is on site, and operational risks are reduced.

Relationships with customers, families, colleagues and partners remain constructive even when challenges arise. Concerns, complaints and conflicting views are handled fairly and professionally. Issues are addressed early, escalated when needed, and resolved in line with policy, protecting customer trust, organisational reputation and service standards.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Listening to customers to understand their needs • Recognise each customer is different and adopt a flexible, personal approach • Walk in our customers' shoes	Homeownership housing management • Understanding of homeownership housing or similar environments • Knowledge of service charges, customer accounts and income processes • Ability to interpret leases and explain responsibilities clearly
We have an eye for detail • Using and recording information accurately and timely • Has appropriate skills and experience • Pays attention to the details	Health and safety compliance • Practical knowledge of health and safety and fire safety requirements • Experience of maintaining compliance records and reporting issues • Confidence managing contractors safely in occupied buildings
We are organisers and self-starters • Be authentic • Be positive and enthusiastic to drive work forward • Say no when appropriate, don't be derailed	Customer focused scheme management • Experience supporting customers to live independently • Awareness of safeguarding responsibilities and emergency response

	Ability to work with families, agencies and internal teams
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience chairing meetings and taking clear, accurate minutes Confidence handling low level disputes or challenging conversations Familiarity with digital housing or finance systems Experience supporting customer involvement or engagement activities

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No		
Manages People	No		
Travel	Occasional	Driving Essential	No
DBS	None		

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