



# Role Profile

**Position**

**Sheltered Team Leader**

**Reporting to**

## What you can expect

**We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.**

- You will be part of a strong, customer focused team that are passionate in what they do.
- You can expect full training and opportunities to expand your skills. Magna has a generous pension scheme and excellent benefit packages.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- You need a caring attitude and a genuine interest in people, an orderly and systematic approach to work as well as a calm and confident manner.
- You are approachable and able to work well under pressure, meeting tight deadlines where required.
- Excellent at prioritising, you know how to delegate and how to get the best from your team.

## What you take care of

- You will manage a team of advisors delivering an intensive housing management service to sheltered housing and extra care customers. This includes arranging cover, having great conversations, checking and approving the expense claims of your team.
- You will be responsible for compliance within your team which includes health and safety checks.
- You will manage customer feedback, complaints and anti-social behaviour.
- You will liaise with colleagues from all departments including the income team, community safety and estate management to provide a comprehensive service to our customers.

## What you need to be successful

- You will have experience of working with vulnerable adults with support needs, be able to work well under pressure and be able to prioritise.
- Good communication and decision-making skills are essential, as is a flexible approach to work and excellent ICT skills.
- You will excel in leadership and will be driven to have a high performing team that provides excellent customer service.
- You must have a full driving license and the use of a car. The role requires a first aid certificate, but full training can be given.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**

