**Position Family: Retirement Living**

*Retirement Living*

Director of Retirement Living Management [RET.10000.6](#bookmark433)

Senior Retirement Living Manager [RET.10000.5](#bookmark434)

Retirement Living Manager [RET.10000.4](#bookmark435)

Retirement Services Manager [RET.20000.3](#bookmark436)

Retirement Services Officer [RET.20000.2](#bookmark437)

Retirement Services Assistant [RET.20000.1](#bookmark438)

**Position title: Director of Retirement Living Management Aon Position code: RET.10000.6**

**Level: 6**

**Responsible for**

Overseeing and leading the daily running of all aspects of retirement villages to support asset performance.

# Report to

Head of Retirement Living, General Manager - Retirement Living

# Supervises

Retirement living managers, senior retirement living managers.

# Main activities

* Providing leadership to retirement staff to achieve business plan outcomes.
* Designing and implementing policies to generate measurable benefits to residents and staff, to maximise resident satisfaction within legislative requirements.
* Overseeing retirement staff to ensure all activities remain compliant with appropriate legislation.
* Managing profit and loss, and cash flow for designated retirement villages.
* Actively promoting the organisation in the community and across a network of external stakeholders.
* Managing performance and development of direct reports through coaching and mentoring.

# Key skills

* Drive operational excellence in effective day to day running of designated retirement villages.
* Meets operational and financial targets within budget.
* Planning and communication skills to be able to effectively present to stakeholders.
* Leadership of a geographically spread team.
* Strong numerical and financial skills.
* Well developed networking within the local region/communities.

# Internal contacts

Retirement village staff, organisational leadership team.

# External contacts

Industry leaders, politicians, business and community leaders.

# Typical experience

Relevant tertiary qualifications in business, commerce, hospitality or a related degree. Significant experience in property management and/or retirement industry.

# Other comments

**Position title: Senior Retirement Living Manager Aon Position code: RET.10000.5**

**Level: 5**

**Responsible for**

Managing and overseeing the day to day activities in a retirement village (or several villages).

# Report to

Director of Retirement Living Management

# Supervises

Retirement living managers, senior retirement village staff

# Main activities

* Generating quantifiable benefits for residents and their families and providing high levels of service.
* Contributing to the business and asset plan, and monitoring adherence to the plan.
* Actively managing asset risks.
* Facilitating budget preparation and delivery.
* Ensuring all staff activities comply with applicable legislation.
* Managing and developing direct reports through coaching and mentoring.

# Key skills

* In-depth knowledge of applicable laws and legislation.
* Planning and communication skills to present to relevant stakeholders.
* Networking within the local community.
* Strong numerical, financial and leadership skills.

# Internal contacts

Retirement village staff, Senior business unit management.

# External contacts

Local community leaders.

# Typical experience

Relevant tertiary qualifications in business, commerce, hospitality or a related degree. Experience in property management and/or retirement industry.

# Other comments

**Position title: Retirement Living Manager**

**Aon Position code: RET.10000.4**

**Level: 4**

**Responsible for**

Overseeing the day to day operations of a retirement village.

# Report to

Senior retirement living manager, director of retirement living management.

# Supervises

Retirement village staff.

# Main activities

* Supervising all services and staff at the retirement village.
* Guiding the delivery of all services activities in accordance with applicable legislation.
* Overseeing general services such as cleaning and food preparation, and may oversee some emergency response.
* Monitoring stock and performing administrative duties for staff.

# Key skills

* Planning and communication skills to present to relevant stakeholders.
* Knowledge of applicable laws and legislation for daily operations at the village.
* Strong numerical and financial skills.
* Developing leadership and management skills.

# Internal contacts

All staff involved in the day to day operations at the village.

# External contacts Typical experience

Relevant vocational or trade qualification, first aid certificate.. Some experience in community services, retirement services or property management.

# Other comments

**Position title: Retirement Services Manager Aon Position code: RET.20000.3**

**Level: 3**

**Responsible for**

Contribute to the development and / or implementation of operation plans and day to day management activities within a village.

# Report to

Retirement living manager / Senior retirement living manager

# Supervises

Retirement services officers and assistants.

# Main activities

* Quality assurance and continuous improvement. Maintaining accreditation/s.
* Directs activities that improve the resident experience
* Oversight of operational activities
* Providing accurate and timely reporting to management to support efficient resident services.
* May provide budgetary assistance.
* May be involved in sales support activities.

# Key skills

* Ability to direct a small team.
* Excellent communication / writing skills.
* Good customer service and presentation.
* Intermediate/ Advanced MS office and computer literacy.
* Team player. **Internal contacts External contacts**

# Typical experience

Relevant qualifications in business or commerce, hospitality and or hotel management. Comprehensive experience in community services, hospitality or retirement. May have some property management experience. Relevant first aid certification.

# Other comments

**Position title: Retirement Services Officer**

**Aon Position code: RET.20000.2**

**Level: 2**

**Responsible for**

Day to day operational management of basic resident services. Maintain overall security and appearance of the village. Basic reporting to village management of day to day operations and facilities.

# Report to

Retirement living manager/ Retirement services manager

# Supervises

No formal supervisory responsibilities. May provide some direction to assistants

# Main activities

* Quality assurance and continuous improvement. Maintaining accreditation/s.
* Village inspections, maintaining a high quality of catering, village appearance, safety and security.
* Coordinating basic maintenance and cleaning of village.
* Providing accurate and timely reporting to management to support efficient resident services.

# Key skills

* Ability to take direction and instruction.
* Communication / writing skills
* Good customer service and presentation
* Intermediate MS office and computer literacy
* Team player **Internal contacts External contacts**

# Typical experience

Relevant vocational/trade/certification in a related discipline. Comprehensive experience in community services, hospitality or retirement.

# Other comments

**Position title: Retirement Services Assistant Aon Position code: RET.20000.1**

**Level: 1**

**Responsible for**

Day to day operational management of basic resident services. Maintain overall security and appearance of the village.

# Report to

Retirement living manager/ Retirement services manager

# Supervises

No supervisory responsibilities.

# Main activities

* Safe transportation of village residents.
* Village inspections.
* Basic maintenance and cleaning of village.
* Basic administration.

# Key skills

* Ability to take direction and instruction.
* Team player.
* Good customer service and presentation.

# Internal contacts External contacts Typical experience

May be undertaking relevant vocational qualification. No prior experience needed.

# Other comments