

Person Specification – Senior Housing Officer (Temporary: 9 months)

A Person Specification describes the ideal person to fill the job and is a profile of the personal skills and characteristics that will be looked for in the recruitment and selection process, divided into ‘essential’ and ‘desirable’ for an individual to possess in order to do the job.

Essential	Desirable
1. Education / Qualifications / Knowledge	
<ul style="list-style-type: none"> • Higher Grades or equivalent. • HNC / Diploma 	<ul style="list-style-type: none"> • Degree • Diploma in Housing Studies • Membership of relevant professional body
2. Experience	
<ul style="list-style-type: none"> • Detailed knowledge of all areas of housing management legislation, regulation, governance and good practice • Detailed understanding of the ARC and Scottish Social Housing Charter • Experience of statistical recording, monitoring, comparison and reporting • Experience of successful partnership working with other agencies / organisations to meet organisational targets and goals • Knowledge and commitment to excellent customer care and tenant participation • Extensive knowledge, experience and the achievement of excellent KPI results in the areas of arrears, tenancy management, neighbour disputes, allocations, voids and customer care • Experience of staff supervision, support, empowerment and performance management 	<ul style="list-style-type: none"> • Experience of managing mixed tenure developments
3. Skills / Abilities	
<ul style="list-style-type: none"> • Supervise staff and to set plans, objectives and performance targets • Strong organisational and time management skills and attention to detail • Good communication (verbal and written) and interpersonal skills. • Highly proficient ICT skills and competent in the use of MS Word, Excel and Outlook • Skilled in the use of integrated housing software packages • Excellent reporting and presentation skills to various audiences • Negotiation / mediation/ listening skills 	<ul style="list-style-type: none"> • Experience and knowledge of SDM housing software
4. Personal Attributes / Other	
<ul style="list-style-type: none"> • Self-motivated, organised and thorough in approach. • Positive ‘can do’ attitude • Ability to work under pressure and cope with changing circumstances and demands • Flexibility to work outwith office hours if required 	<ul style="list-style-type: none"> • Current driving licence and access to a car for business purposes