PERSON SPECIFICATION

Housing Officer, Housing Management

*This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection.*

*To assist us in the process, please ensure that your completed application form demonstrates your ability in meeting these attributes.*

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| --- | --- | --- |
| **CRITERION** | **Essential****(must have)** | **Desirable****(good to have)** |
| **QUALIFICATIONS and TRAINING** |
| * Good general level of education
* Diploma in Housing Studies
 | ✓ | ✓ |
| **PREVIOUS EXPERIENCE (PAID and/or UNPAID)** |
| * Demonstrable track record of success in a housing role
* Has experience of estate and tenancy management
* Experience of diagnosing repairs and minor building defects
* Experience in managing arrears and rent accounts
 | ✓✓✓ | ✓ |
| **KNOWLEDGE** |
| * Knowledge of welfare benefits
* Knowledge of current housing issues, legislation and good practice
* Knowledge of Housing Associations’ work
 | ✓✓ | ✓ |
| **CRITERION** | **Essential****(must have)** | **Desirable****(good to have)** |
| **SKILLS and ABILITIES** |
| Excellent communication skillsGood organisation skillsGood computer skills – Microsoft OfficeRespect the confidentiality of the Organisation and its’ staffAbility to work on own initiative and as part of a team | ✓✓✓✓✓ |  |
| **VALUES and ATTITUDES** |
| Understands and is committed to equal opportunitiesIs committed to ensuring high standards, efficiency and good service to all tenantsHas a positive and ‘can-do’ attitudeIs committed to values of openness, accessibility, honesty, integrity, respect for tenants, colleagues, Board members, responsiveness to tenants and local needs | ✓✓✓✓ |  |
| **OTHER REQUIREMENTS** |
| Clean driving licence and access to a car for business useFlexible approach to work, ensuring deadlines are metFriendly and supportive approach when dealing with othersCan work in an open plan office with limited personal, private space | ✓✓✓✓ |  |