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 | | ✓  ✓  ✓  ✓ |  | |