

# Person Specification

## Housing Manager

### Essential Skills and Experience

- Extensive direct housing management experience – involving allocations and homelessness, estate management, tenant participation and customer service.
- Staff management experience.
- Hold full Corporate Membership of CIH or equivalent
- Proven track record in delivering successful outcomes using innovative solutions.
- Able to prioritise workload, effective time management skills and ability to meet deadlines.
- IT literate and a highly skilled and experienced user of computerised housing management systems.
- Excellent negotiation and communication skills – report writing, presentations to Committee and staff, public meetings, etc.
- Excellent interpersonal, leadership and motivational skills.
- Ability to set and manage budgets.
- Ability to maintain and develop good working relationships with other agencies and stakeholders.
- Commitment to providing excellent customer focused services and to Equal Opportunities.
- Experience of setting up performance management and reporting systems.
- Proven track record in delivering successful outcomes using innovative solutions.
- Experience of developing and implementing effective policies and procedures.
- Full current driving licence.

### Desirable Skills and Experience

- A flexible approach with the ability to work on own initiative.
- Educated to degree level.
- Experience/knowledge of housing associations and Scottish Housing Regulator best practice in relation to housing management.
- Experience of working with a voluntary Committee.
- Knowledge of Capita/IBS integrated housing software or equivalent.
- Knowledge and understanding of support housing including Care Commission Requirements and either hold or be prepared to undertake an appropriate care qualification.