

**Housing Manager - Person Specification**

|  | **Essential** | **Desirable** |
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| **Experience** | Proven track record in Housing Management (at least Housing Officer level)  Managing voids, arrears and estate management experience  Formal Housing Qualification (minimum CIH level 4)  Meeting targets and deadlines  Developing Tenant  Participation  Managing staff | Attending Committee meetings  Dealing with estate management contractors  Meeting with Residents Forum |
| **Knowledge** | Housing Management  SHR – Regulatory Standards  Procedures & Systems  Contractual and statutory obligations  Legal processes | Housing Association  Movement |
| **Skills/Abilities** | Excellent Organisational Skills  Ability to motivate/ and be self- motivated.  Excellent Written and Verbal  Communication  Excellent Time Management and attendance  Good IT skills  Reliable  Customer Focussed  Driving licence.  High levels of professionalism.  A flexible. Approach to working in a small staff team  Committed to continuous improvement.  . | Conducting Public meetings  Presentation Skills |