**Rutherglen and Cambuslang Housing Association**

**Person Specification – Factoring Lead Officer**

|  | **Essential** | **Desirable** |
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| **Experience** | * Experience of the property sector.
* Experience of delivering continuous improvement and fostering a culture of innovation in an organisation
* Track Record in Financial Management, including arrears management/debt recovery.
* Experience of implementing and adapting effective management control systems and procedures.
* Experience of utilising Housing Management Systems to bolster service delivery.
* Experience of profit and loss tracking.
* Experience of effective customer management and raising satisfaction levels.
 | * Experience within a successful HA or RSL, or Private Factoring service.
* Experience of staff management including objective setting.
* Experience of dealing with solicitors over property management items.
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| **Knowledge** | * Knowledge of Scottish Housing Regulations pertaining to Factoring
* Understanding of the commitments to the Scottish Property Registrar.
* Understanding of good governance practices.
* Knowledge of Property Factors (Scotland) Act 2011: Code of Conduct
 | * Significant knowledge of housing issues, legislation and regulation
* Understanding of the workings of First Tier Tribunals of the Scottish Housing & Property Chamber
* Knowledge of the wider factoring sector best practices
* Understanding of relevant IT systems
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| **Skills and Abilities** | * Values aligned to the Association’s, with a clear and genuine commitment to equality, diversity and inclusion.
* Ability to analyse and provide summary reports for CEO and Board Members.
* Well-developed interpersonal and communication skills (including listening, written, influencing and presentational)
* Ability to challenge constructively
* Performance driven with financial and commercial awareness.
* Able to build relationships and effective partnerships with a range of groups and interests.
* Good problem-solving and negotiating skills, with ability to manage projects.
* A high degree of personal integrity, capable of inspiring confidence and respect.
* A Full Driving Licence
* Highly organised with the ability to

manage competing deadlines and reprioritise to deliver key results.* Very good IT Skills and Housing Management System Proficiency.
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