

## Person Specification

**Post Title:** Housing Services Officer

Criteria	Essential	Desirable
<b>Skills &amp; Abilities</b>		
• Ability to effectively manage a considerable workload and to work to deadlines.	√	
• Committed to pursuing excellence in line with the Associations values.	√	
• Computer literate in various software packages such as Microsoft Office.	√	
• Effective team player who is capable of coping with changing circumstances and demands.	√	
• Excellent interpersonal and communication skills (written and verbal).	√	
• Flexible, adaptable and able to work under pressure.	√	
• Good problem-solving skills and a desire to resolve issues.	√	
• Positive approach and commitment to continuous improvement.	√	
• Strong organisational and time management skills with the ability to manage day to day workload under minimal supervision.	√	
• Knowledge of using QL housing management system.		√
• Understanding of Welfare Reform and its impact on tenants and RSL's.		√
<b>Experience</b>		
• Experience of working in a tenancy management role within a housing association, other housing provider or similar.	√	
• Minimum of three years' experience of delivering an excellent service in a housing related role.		√
• Successful delivery of a variable workload in a customer focussed environment.	√	
• Working in a challenging, pressurised environment.	√	
<b>Knowledge</b>		
• An understanding of social housing and the context within which it works.	√	
• Knowledge and track record in the delivery of a housing or other customer focussed service in a result orientated environment.	√	
• Sound knowledge of legislative, regulatory and best practice performance standards in Housing Associations.		√
• Qualification in housing or a related discipline, or working towards such a qualification.		√

<b>Personal Qualities</b>		
• Committed to own personal development and the development of others.	√	
• Proactive and hard working.	√	
• Strong customer focus and commitment to excellent service and delivering value for money.	√	
• Well organised and methodical.	√	
<b>Other Requirements</b>		
• Access to own vehicle to carry out visits in a geographical patch.	√	
• Driving licence.	√	