

# **FIRST CHOICE HOUSING ASSOCIATION LTD**

## Person Specification

### **Operational Housing Manager**

(Essential criteria unless indicated)

	<b>Qualifications</b>	<b>Assessed</b>
1	Degree or equivalent relevant professional qualification (Desirable)	Application
2	Evidence of continuing professional development	Application + Interview
	<b>Knowledge and Experience</b>	
3	Knowledge of the housing sector and core housing management functions including nominations , allocations, property inspections, tenancy and income management	Application + Interview
4	Demonstrable understanding of the housing needs of vulnerable people and awareness of the policy environment which impacts on housing provision	Application + Interview
5	Demonstrable ability to plan and prioritise effectively in order to achieve targets and meet deadlines	Application + Interview
6	A clear understanding of working within a regulatory framework	Application + Interview
7	Experience of staff motivation and management in a supportive environment (Desirable)	Application
8	Computer literate, with a working knowledge of Microsoft office packages	Application
9	Experience of developing effective relationships with a wide range of external partners i.e. tenants groups, local authority councillors and representatives and other support and welfare organisations.	Application + Interview
10	Experience in dealing with ASB cases, abandoned tenancies, squatters and unauthorised occupiers	Application
11	Experience in developing Tenant Participation Strategies	Application + Interview
	<b>Communication</b>	
12	Proven experience of communicating effectively with tenants and other stakeholders	Application
13	Strong presentation skills and ability to promote all aspects of the organisation with a wide range of stakeholders in the statutory and non statutory sectors	Application + Interview
14	Strong verbal reasoning and written communication skills	Application + Interview
15	Ability to speak Welsh (Desirable)	Application
	<b>Personal qualities</b>	
16	A confident and effective decision maker	Application
17	Capable of delivering results to tight deadlines and under pressure	Application
18	Commitment to high quality customer focused services and best practice in all aspects of First Choice's operation	Application + Interview
	<b>Other</b>	
19	Full driving licence	Application
20	Access to a roadworthy vehicle	Application
21	Strong commitment to equality of opportunity	Application