

**TEACHERS' HOUSING ASSOCIATION LTD  
PERSON SPECIFICATION**

**HOUSING MANAGER**

**INTRODUCTION**

This specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate that they possess the required knowledge and have experience of successfully applying their skills.

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education / Attainments	<p>Minimum of two years generic housing management experience in a social housing organisation including experience of income collection, estate and tenancy management.</p> <p>Good general education.</p> <p>Willingness to attend training and development courses as required.</p>	<p>A professional qualification in housing</p>
Job Knowledge / Experience	<p>A thorough working knowledge, understanding and background in the functions and processes of a housing management service.</p> <p>Experience of the implementation of successful arrears control techniques.</p> <p>Experience of managing general needs and sheltered housing for older people.</p> <p>Staff Management and supervision experience.</p> <p>Knowledge of housing legislation and the law relating to tenancies.</p>	<p>Knowledge of Regulator for Social Housing, Regulatory Framework and other regulatory requirements.</p> <p>Experience of setting and monitoring Budgets.</p> <p>Understanding of Support Planning.</p> <p>Experience of completing staff performance reviews &amp; appraisals.</p>
Special Aptitudes	<p>Able to attend meetings out of standard office hours and travel to the Association's properties throughout England as required which will involve occasional overnight stays</p> <p>Demonstrable ability to achieve targets and provide a customer focused service.</p> <p>Computer literate with a grasp of Microsoft Office software packages and housing management systems.</p> <p>Ability to type correspondence and reports.</p> <p>Ability to work within a small area office which will involve some lone working.</p>	

ATTRIBUTE	ESSENTIAL	DESIRABLE
Personal Skills	<p>Good oral and written communication skills, including the ability to disseminate complex information to a wide variety of audiences.</p> <p>Self-motivation, flexibility to adapt to changing circumstances.</p> <p>Good time management skills and ability to work under pressure as part of a team and on own initiative.</p>	