

**Lochaber Housing Association
Customer Services Manager**

Person Specification

Qualities	Essential	Desirable
<p>Skills & Experience</p>	<ol style="list-style-type: none"> 1. Educated to degree level or equivalent in ICT (or a related subject/similar qualification) 2. Excellent operational as well as project and programme management skills. 3. Ability to provide clarity on organisational ICT priorities, vision, direction and change along with ability to initiate and implement significant strategies to effectively achieve business goals. 4. Skills to effect positive changes to organisational culture and working methods. 5. Experience of leading change and transformation in a housing sector organisation. 6. Successful experience of leading edge use of and understanding of ICT within housing sector organisations. 7. Excellent negotiation, contract and supplier management skills, which supports the ability to work effectively in partnership with external partners to achieve organisational aims. 	<ol style="list-style-type: none"> 1. Professionally recognised ICT qualification and evidence of continued professional development. 2. Qualification (or direct experience) in project/ programme management methodologies (PRINCE2/ MSP). 3. Cybersecurity accreditations such as: CISSP, CISM and CISA 4. Experience of developing and implementing IT strategy and developing IT services

Qualities	Essential	Desirable
	<ol style="list-style-type: none"> 8. Ability to communicate and provide direction on strategy as well as complex ICT issues, solutions and plans and solutions for non-technical audiences. 9. Experience of management of data management and cyber security. 10. Experience of setting and monitoring budgets 11. Experience of delivering customer facing IT services 12. Experience of development, maintenance and testing of IT business continuity plans. 13. A track record of proactive approach to risk management and benefits realisation. 	
Personal	<ol style="list-style-type: none"> 1. Excellent interpersonal & communication skills (written and verbal). 2. A flexible approach to work priorities including the ability to attend meetings outside of normal working hours to meet organisational needs and targets. 3. A strong commitment to working enthusiastically as part of a team and building positive relationships internally and with external providers. 4. Ability to work to deadlines and to cope with pressure. 5. Current full valid driving licence. 	<ol style="list-style-type: none"> 1. A strong commitment to the overall aims & objectives of the Association.