

Lochaber Housing Association Housing Services Manager

Person Specification

Qualities	Essential	Desirable
Skills & Experience	<ol style="list-style-type: none"> 1. Degree level or relevant professional qualification (CIOH), RICS etc. 2. Experience in policy and strategy development. 3. Preparing and presenting Board reports. 4. Ability to demonstrate wide-ranging experience of working within a housing management team. 5. Management of staff performance. 6. Ability to develop strong community and tenant participation. 7. Experience of reviewing effectiveness of service delivery. 8. Competent IT skills and highly effective at using management information. 9. Experience of liaising with external agencies. 10. Knowledge and experience of meeting statutory and regulatory requirements and guidance. 	<ol style="list-style-type: none"> 1. Evidence of continued professional development. 2. Experience of formulating or contributing to successful business planning. 3. Good strategic-level understanding of organisational IT needs and developments. 4. Experience of working with a housing management programme. 5. Experience of working within a Senior Management Team
Personal	<ol style="list-style-type: none"> 1. Excellent interpersonal & communication skills (written and verbal). 2. A strong commitment to working as part of a team. 3. Ability to work to deadlines and to cope with pressure. 4. A high level of personal integrity, expressed through behaviour and conduct. 5. Willingness to work flexibly, including evening meetings. 	<ol style="list-style-type: none"> 1. A strong commitment to the overall aims & objectives of the Association.

	<ol style="list-style-type: none">6. Understanding and commitment to the Equality, Diversity and Inclusion commitments.7. Current valid driving licence.	
--	---	--