

**Lochaber Housing Association Property Services
LHAPS Operations Lead**

Person Specification

Qualities	Essential	Desirable
Skills & Experience	<ol style="list-style-type: none"> 1. Demonstrable experience of delivering a first class maintenance service. 2. Experience of reviewing effectiveness of service delivery. 3. Experience of following key performance targets. 4. Experience of delivering a planned and cyclical maintenance programme. 5. Leadership and human resources management skills. 6. Competent IT skills and highly effective at using management information. 7. Experience of liaising with external agencies. 8. Knowledge and experience of meeting statutory requirements. 	<ol style="list-style-type: none"> 1. Evidence of continued professional development. 2. Experience of formulating or contributing to successful business planning. 3. Building trade qualification e.g., joiner. 4. Health and Safety qualification at Management level.
Personal	<ol style="list-style-type: none"> 1. Excellent interpersonal & communication skills (written and verbal). 2. Ability to be positive, and enthusiastic in approach to work. 3. A strong commitment to working as part of a team. 4. Ability to work to deadlines and to cope with pressure. 5. Current valid driving licence. 	<ol style="list-style-type: none"> 1. A strong commitment to the overall aims & objectives of the Association. 2. Capacity to work flexibly.