

Person Specification – Housing Manager

Tyne Housing Association Competencies attributed to this role:

- **Commitment to the organisation** – the ability to demonstrate understanding of and a commitment to the organisation and its vision and values.
- **Customer excellence** – commitment to putting customers first and ability to deliver a consistently high quality service
- **Team Working** – uses interpersonal skills to work co-operatively with colleagues, working proactively across organisational boundaries, sharing information, knowledge and ideas
- **Equality and Diversity** – the recognition and valuing of difference in the broadest sense. It is about creating a working culture that recognises, respects, values and harnesses diversity
- **Business & Financial Acumen** – is aware of cost implications of decisions, and instils a sense of business awareness
- **Pushing the boundaries**– Demonstrates creativity and innovation in seeking to continually improve the service. Has the stamina and willpower to deliver results.
- **Managing self and others** – Leads and motivates to continually improve performance.
- **Communicating and Influencing** – The ability to communicate clearly and effectively with a diverse range of people and take account of their views. Uses well-reasoned arguments to convince and persuade where necessary.
- **Embracing Change** - The ability to plan for, adapt to and work with a variety of situations, individuals and groups. Manages change effectively and is willing to take calculated risks and challenge where appropriate.

Criteria	Essential	Desirable	Method of Assessment
Education & Training	Good general education Good IT skills	A recognised housing management qualification Formal Management Training.	Application Interview Certificates
Relevant Experience	Three years experience of working in a housing management setting Proven experience of achieving targets and objectives Experience of working with customers, communities and representative groups	Experience of staff management. Experience of working effectively with statutory/voluntary agencies Knowledge of welfare benefits, including housing benefit Experienced Housing Manager OR Experienced supported housing practitioner of at least three years standing	Application Interview
Key Skills	Ability to establish and sustain trust and confidence with stakeholders, partners, communities, tenants and		Application Interview

	<p>the general public, and to promote and represent the company positively at all levels</p> <p>Ability to motivate, lead and inspire colleagues to work effectively both individually and as a team</p> <p>Strong problem solving skills.</p> <p>Committed to continuous service improvement and customer empowerment and involvement</p> <p>Good written and interpersonal skills.</p> <p>Ability to motivate and support staff to develop ideas, initiatives and proposals which will influence service improvement, annual and strategic plans.</p>		
Specific Knowledge/Understanding	<p>Knowledge of supported and general needs housing legislation and best practice</p> <p>An understanding of what makes a real difference in delivering excellent customer</p>	An understanding of current and future challenges facing social housing	Application Interview

	<p>services</p> <p>A proven track record for:</p> <ul style="list-style-type: none"> • delivering effective, customer focussed services • leading and managing change and delivering continuous improvement in services • working effectively with external partners • embedding equality and diversity into operational services 		
Personal Qualities	<p>Positive “can do” attitude. Highly self-aware and ensures own behaviour and attitude has a positive impact on others.</p> <p>Able to work under pressure and deliver results to deadlines</p> <p>Flexible and able to respond to regularly changing priorities</p> <p>Committed to professional</p>		<p>Application Interview References</p>

	<p>development and learning.</p> <p>Open to new ideas and perspectives</p> <p>Self-motivated</p> <p>Outcome focussed</p> <p>Solutions orientated – an ability to apply innovation and creativity to solving problems.</p> <p>Commitment to and understanding of Health and Safety</p>		
Misc/Other	<p>Full driving licence and use of a car for business purposes</p> <p>Willingness to work outside normal hours</p>		Application Interview