Housing Needs Assessment Manager

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Educated to degree level or able to demonstrate equivalent knowledge, skills and experience
2. Significant experience of assessing and reviewing social housing applications, including complex cases
3. Knowledge of housing allocation systems and housing register management
4. Significant experience of working with vulnerable individuals and managing risk within a housing or public service context
5. Up to date knowledge of housing legislation, statutory duties and regulatory requirements
6. Demonstrable experience of leading and managing high-performing teams, including performance management and staff development
7. Experience of delivering housing or related regulatory services and ensuring compliance with legal and policy frameworks
8. Proven ability to make sound, defensible decisions in complex and high-risk situations
9. Strong understanding of safeguarding responsibilities and processes within a local authority context

10. Experience of working collaboratively with a wide range of internal and external stakeholders to deliver integrated services
11. Proven ability to lead service improvement, using performance data, insight and feedback to drive change
12. Experience of handling complaints, reviews and appeals within a regulatory or statutory framework
13. Ability to work with emotional resilience and professionalism in challenging and sensitive situations
14. Highly developed organisational skills with the ability to prioritise effectively and manage competing demands
15. Excellent communication skills, with the ability to influence, challenge and present complex information clearly
16. Demonstrable commitment to equality, diversity and inclusion, including application of the Equality Act

Desirable

1. Relevant professional qualification (e.g. housing, management or related discipline)
2. Understanding of local government governance frameworks and committee processes
3. Experience of contributing to strategic housing planning and supply discussions

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?