

PERSON SPECIFICATION

TENANCY SERVICES TEAM LEADER – H52

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Housing related qualification or detailed experience in a housing environment	E	1, 3, 4
Qualifications & Training	Commitment to continuing personal development	E	1, 3
Qualifications & Training	Management qualification	D	1, 3, 4
Knowledge & Experience	Current housing legislation	E	1, 3
Knowledge & Experience	Current general knowledge of current housing issues	E	1, 3
Knowledge & Experience	Current knowledge of anti-social behaviour legislation	E	1, 3
Knowledge & Experience	Current experience of managing and resolving anti-social behaviour issues	E	1, 3
Knowledge & Experience	Understanding of and commitment to equal opportunity and diversity	E	1, 3
Knowledge & Experience	Performance management	D	1, 3
Knowledge & Experience	Experience of working in a housing environment	E	1, 3
Knowledge & Experience	Experience of dealing with complex tenancy and estate management issues	E	1, 3
Knowledge & Experience	Experience of improving services	D	1, 3
Knowledge & Experience	Management of financial and human resources	D	1, 3
Knowledge & Experience	Experience of working effectively with stakeholders and partner agencies	E	1, 3
Knowledge & Experience	Experience of using a range of IT packages	E	1, 3
Skills & Abilities	Commitment to service improvements and improved outcomes for customers	E	1, 3
Skills & Abilities	Management/supervisory skills	E	1, 2, 3
Skills & Abilities	Excellent interpersonal skills, including influencing, negotiating and diplomacy	E	1, 3
Skills & Abilities	Excellent verbal and written communication skills	E	1, 2, 3
Skills & Abilities	Creative and innovative approach to problem solving	E	1, 3
Skills & Abilities	Ability to produce reports	D	1, 2, 3
Skills & Abilities	Ability to meet challenging deadlines	E	1, 2, 3
Skills & Abilities	Ability to work under pressure	E	1, 2, 3
Skills & Abilities	Ability to make presentations to wide range of audiences	E	1, 2, 3
Skills & Abilities	Ability to work within a team and also independently	E	1, 3

Specification Type	Additional/changed requirements	E/D	Measure
Skills & Abilities	Good planning and organisational skills	E	1, 2, 3
Skills & Abilities	Project management skills	D	1, 3
Skills & Abilities	Excellent prioritising and time management skills	E	1, 2, 3
Other Requirements	Commitment to provide excellent customer care	E	1, 3
Other Requirements	Willingness/ability to work out of office hours and attend meetings	E	1, 3

Car Allowance:

This post carries a designated car user status.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]