

PERSON SPECIFICATION

HOMEOWNERSHIP AND PERFORMANCE MANAGER

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Good educational background (HNC, HND or degree level or equivalent)	E	1, 3, 4
Qualifications & Training	Professional Housing qualification (for example CIH) or significant experience working in a Housing Service	E	1, 3, 4
Qualifications & Training	Recognised IT qualification	E	1, 3, 4
Knowledge & Experience	Understanding of issues affecting housing in local government	E	1, 3
Knowledge & Experience	Understanding of the legislative environment in which the Housing Service operates	E	1, 3
Knowledge & Experience	Working knowledge of the Right to Buy scheme and relevant legislation pertaining to Right to Buy (for example Housing Act 1985 Part V (Right to Buy) and the Right of First Refusal)	E	1, 2, 3
Knowledge & Experience	Understanding of the Landlord & Tenant Act 1985, Commonhold and Leasehold Reform Act 2002 and any other pertinent legislation and best practice in leasehold management	E	1, 3
Knowledge & Experience	Knowledge of residential leases and the service charge process	E	1, 3
Knowledge & Experience	Knowledge of property acquisition in the residential sector	E	1, 3
Knowledge & Experience	Excellent understanding of the wider issues impacting the homeownership market	E	1, 3
Knowledge & Experience	Knowledge of the variety of housing services offered, and appropriate ways to monitor performance	E	1, 3
Knowledge & Experience	Knowledge and application of performance management systems and their implementation	E	1, 3
Knowledge & Experience	Sound knowledge of best practice regarding home ownership, Right to Buy, leasehold management and housing services in general	E	1, 3
Knowledge & Experience	Being financially astute with the ability to monitor budgets and control expenditure	E	1, 3
Knowledge & Experience	Working knowledge Microsoft Office applications, including Microsoft Word, Excel and Outlook	E	1, 2, 3
Knowledge & Experience	Experience of liaising with officers (internal and external), solicitors, managers, Councillors and other stakeholders at all levels	E	1, 3

Specification Type	Additional/changed requirements	E/D	Measure
Skills & Abilities	Ability to interpret complex data and reach appropriate conclusions in a defined timeframe	E	1, 2, 3
Skills & Abilities	Ability to manage, delegate, lead and motivate staff ensuring that deadlines are met and standards are maintained	E	1, 3
Skills & Abilities	Ability to use benchmarking data to identify trends, value for money and for continuous improvement	E	1, 2, 3
Skills & Abilities	High level of interpersonal skills with the ability to negotiate and communicate effectively at all levels	E	1, 3
Skills & Abilities	Ability to investigate and resolve complaints about service delivery, with the ability to learn from them to drive customer satisfaction	E	1, 3
Skills & Abilities	Accurate with a high degree of numerical and literacy skills	E	1, 2, 3
Skills & Abilities	Strong organisational/time management skills, with the ability to work under pressure and handle competing priorities in meeting deadlines and commitments	E	1, 2, 3
Skills & Abilities	Pragmatic, creative and flexible approach to problem solving and committed to taking initiative and achieving practical solutions	E	1, 3
Skills & Abilities	Enthusiastic and self-motivated	E	1, 3
Skills & Abilities	Creativity and innovation when interpreting data	E	1, 3
Skills & Abilities	Ability to monitor budgets with a basic knowledge of accountancy principles in relation to leasehold service charge calculations.	E	1, 3
Other Requirements	Some evening/ weekend work may be required	E	1, 3

Car Allowance:

This post does not carry 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]

