



Person Specification - Head of Housing Services

Experience and Qualifications	Essential	Desirable
Minimum 5-years' experience working within Registered Social Landlord or housing related organisation	✓	
Educated to degree level in a relevant discipline or qualification in housing (CIH Level 5 or above)	✓	
Member of the Chartered Institute of Housing		✓
Experience of leading and developing a successful high performing team	✓	
Experience in the development, monitoring, review and implementation of policies, procedures and systems	✓	
Experience of reporting and presenting information to a Management Committee, colleagues or wider external audience	✓	
Experience of engaging with external stakeholders and building partnerships		✓
Experience of achieving KPI targets and providing a consistently high quality of service and accurate reporting	✓	
Experienced in Tenant Participation		✓
Knowledge	Essential	Desirable
Working knowledge of all aspects of housing management including allocations, anti-social behaviour, estate management, voids, rent arrears, welfare reform, Universal Credit, housing benefit and tenancy sustainment	✓	
Knowledge of developing and implementing tenancy sustainment services	✓	
Demonstrate application of your knowledge of relevant housing legislation and regulatory requirements relating to housing management	✓	
Proven ICT skills in developing and making best use of housing management systems and knowledge of promoting digital inclusion for tenants	✓	

Understanding of risk management and control and role of audit and regulatory returns within an organisation	✓	
Understanding of the Social Housing Charter, Regulatory Framework, relevant legislation and good practice	✓	
Skills and abilities	Essential	Desirable
Excellent communication skills including report writing, understanding and data presentation with the ability to convey information clearly and concisely to internal and external customers.	✓	
Well-developed interpersonal skills including an empathetic and positive approach when dealing with sensitive and difficult situations	✓	
Effective networking, negotiation and team worker able to develop and maintain good relationships with colleagues and the Management Committee	✓	
Proven ability to develop and maintain working relationships with external agencies to achieve sustainable solutions to tenants	✓	
Leadership and management skills, able to supervise and manage team performance, lead, motivate and empower staff	✓	
Ability to demonstrate strategic thinking and planning to drive work forward to deliver successful services, outcomes and continuous improvement of performance	✓	
Excellent interpersonal, team working and customer service skills	✓	
Ability to negotiate and influence others to meet the Co-operative's objectives	✓	
Excellent skills in engaging, motivating and inspiring colleagues to deliver the best possible service	✓	
Ability to innovate and embrace opportunities for change	✓	
Take ownership for self-development and continuous improvement of yourself and team	✓	
Highly proficient IT skills	✓	
Other	Essential	Desirable
Respect for others and commitment to equal opportunities	✓	
Strong commitment to the values of West Whitlawburn Housing Co-operative and the social housing sector,	✓	

including principles of co-operation, equality and social justice		
Committed to continuous improvement and customer service excellence	✓	
Self-motivated with a positive attitude	✓	
Flexibility in working arrangements and willing to work outside normal working hours (when required)	✓	
Driving license and access to your own car		✓