|  |  |  |
| --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** |
| **Skills & Abilities** | * Excellent communication skills.
* Good presentational skills.
* Strong organisational skills
* Self-reliant and able to work effectively under pressure.
* Understanding of the needs of older and disadvantaged people
 | * Lateral thinker.
* Good at passing on knowledge
 |
| **Experience** | * Minimum 5 years Social Housing experience
* At least one year experience in leading and supporting a forward thinking, proactive team.
* Experience dealing with housing management issues including complaints, arrears, tenancy sustainment and evictions.
* Experience in formulating & delivering reporting systems.
* Experience in the preparation and submission of the Annual Return on the Charter (ARC)
 | * Multi-agency partnership working
* Experience of managing budgets
* Experience in rent setting.
* Experience of Choice Based Lettings system
* Experience in housing association sector.
 |
| **Knowledge** | * Significant knowledge of Scottish housing legislation
* Knowledge of tenant support needs including Look After Children and dementia support.
* Information management and an understanding of data protection legislation.
* Extensive knowledge of computer software such as Excel, Word, etc.
 | * Knowledge of housing admin software e.g. Miracle, Orchard etc
* Knowledge complaints/mediation procedures
* Knowledge of key agencies’ policies and practices
 |
| **Training** | * Member of CIH
* Degree or equivalent in a housing field.
* Requirement to undertake necessary training, where not already held, to register with the Scottish Social Services Council as a Manager of housing support services with 24 months of appointment.
 |  |
| **Other Requirements** | * Methodical.
* Able to work as an effective member of a management team.
* Understand the aims and objectives of the Association and the role it plays in the Shetland community.
 |  |