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| **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. |  |