



## Person Specification

Job Title: Accommodation Manager

Date Prepared: November 2021

DETAIL	ESSENTIAL	DESIRABLE
<p><b>Education and Qualifications</b></p>	<ul style="list-style-type: none"> <li>▪ First level Degree in a related subject (e.g. Business Management, Facilities Management, Housing, Land, Estate or Property management) or Able to demonstrate equivalent experience</li> <li>▪ Educated to A 'level or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>▪ Membership of the <u>Chartered Institute of Housing (CIH)</u> as a Certified Practitioner CertCIH or evidence of CPD within a housing related field.</li> </ul>
<p><b>Experience</b></p>	<p>Minimum of 3 years' experience working in housing, tenancy, and neighbourhood management, with a working knowledge of housing practice, housing legislation and the principles of service charging and debt management.</p> <p>An excellent record, with evidence of:</p> <ul style="list-style-type: none"> <li>▪ an understanding of the value of proactive housing management to an organisation, problem-solving and innovation toward improvements, understanding compliance requirements and risk management.</li> <li>▪ working with diverse types of tenants/beneficiaries and effective methods of communication with them to develop strong relationships, generate return custom and manage disputes effectively.</li> </ul>	<p>An excellent record, with evidence of an understanding of, and interest in, older people, their situations, and the opportunities they may want and/or need to explore and engage with to live a 'good life' in independence.</p>

	<ul style="list-style-type: none"> <li>▪ using monitoring mechanisms to record and track engagement levels, income levels, response rates and achievement of objectives.</li> <li>▪ strong organisational skills including the ability to plan, prioritise own work, and manage routine administrative tasks</li> <li>▪ a commitment to a person-centred approach to deliver high quality services to enable older people to lead fulfilling and meaningful lives.</li> </ul>	
<p><b>Specific Skills and Knowledge</b></p>	<p>Able to evidence:</p> <ul style="list-style-type: none"> <li>▪ ability to identify and engage with other teams, volunteers, and organisations to share views and approaches.</li> <li>▪ they can appropriately engage in discussion with people living in the community, to ensure that anti-social behaviour issues are addressed proactively.</li> <li>▪ experience in using a strengths-based approach to client assessments within a housing environment.</li> <li>▪ they value and promote effective and respectful relationships between people.</li> <li>▪ a well-developed sense of their own behaviour and how this impacts on others.</li> <li>▪ an awareness of Equal Opportunities and Data Protection in a community services environment and an understanding of working in a diverse community</li> <li>▪ Encouraging and enabling colleagues and people who use services to be involved in the co-production of how the service operates.</li> <li>▪ they are authentically warm, genuine, trustworthy, honest, dependable, consistent, and caring in all their actions.</li> <li>▪ ability to take personal charge of key issues ensuring that quality care and support is delivered.</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>

	<ul style="list-style-type: none"> <li>▪ able to seek out opportunities for change and innovation, based on the needs and wishes of people who use services.</li> <li>▪ IT literacy specifically Microsoft packages</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>▪ Ability to use your imagination to engage others.</li> <li>▪ Ability to make others smile.</li> <li>▪ Ability to work from the heart.</li> <li>▪ Ability to make the most of the time you have, to provide positive social interactions.</li> <li>▪ To be non-judgemental towards others</li> <li>▪ Ability to listen and respect others' points of view even if you disagree.</li> <li>▪ Prepared to challenge yourself to try new things.</li> <li>▪ Reflect on your own work and give and receive constructive feedback to enable team development.</li> </ul>	
<b>Other Factors</b>	<ul style="list-style-type: none"> <li>▪ Satisfactory DBS check (Enhanced)</li> <li>▪ Availability to work flexibly, including unsocial hours.</li> <li>▪ Ability to drive, with a clean licence.</li> <li>▪ This post requires the post holder to be fully vaccinated against Covid-19 unless clinically exempt.</li> </ul>	

***We reserve the right to request sight of the original documentation specified above as proof of education and qualifications.***