South Devon Rural Housing Association
PERSON SPECIFICATION – Housing Officer

Requirement	Essential	Desirable
Experience	Minimum 2 years Housing experience in a similar or comparable position Positive, “can do” attitude and demonstrable experience of working in a balanced, fair-minded; clear way with a diverse customer base.	Experience of different methods of engaging customers in service improvement. First-line supervisory experience A willingness to develop further in the role
Knowledge	Up to date knowledge of the function of social housing; social housing regulation; social housing and welfare benefit law and practice.	A knowledge of leasehold management and shared equity properties

Skills / Abilities	Able to accurately pinpoint problems; analyse and solve. Skill in building rapport & relationship with a wide range of customers and staff, some of whom may present real challenges. Ability to work well in a team, and to lead on project work. Firmness, balanced with empathy and strong listening skills. Good communication skills, both verbal and written. Ability to relate to, and gain the respect of, colleagues at various levels of seniority. Ability to write clear and accurate reports for a variety of audiences and provide performance reports to management. Competent in the use of I.T. including Word, Excel, and Outlook applications. Ability to quickly assimilate a wide range of information and operating procedures, consistent with working in a regulated, customer-focussed sector. Good organisational abilities, of self and within a team. Ability to assimilate and work with complex and changing Company / regulatory / sector expectations. Ability to prioritise and persist diligently with a varied caseload, ensuring tasks are completed in a timely manner Ability to gather, handle and interpret large amounts of performance, demographic and sector-related data Attend and represent the organisation at stakeholder meetings	Able to demonstrate a track record of excellent service delivery outcomes. Able to demonstrate the ability to work with a minimum of supervision relying on positive outcomes to deliver performance expectations Take a leading role in the organisation in the absence of senior staff Experience of attending court to represent landlord interests and present cases for litigation

Qualifications	Qualified to A-level standard or equivalent. Commenced on route to professional qualification in the social housing; property or related professions, *or* the willingness and capacity to undertake such study (some of which will be in the post-holders' own time)	Degree level education Professionally qualified in social housing; property or related professions. Other relevant qualifications
Other requirements	The post is subject to an acceptable enhanced DBS. The post requires that the successful applicant will have a clean, full driving licence and access to a car, for which a mileage allowance will be paid.	

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff, service users and residents of South Devon Rural Housing and be aware of the Data Protection Act 1998.

2. Standards of Business Conduct

South Devon Rural Housing Association will expect all employees to maintain the highest standards of personal and business conduct at all times. South Devon Rural Housing Association staff handbook sets out the South Devon Rural Housing Association expectations under sections: Code of Conduct and Declaration of Interests.

3. Health & Safety

The Post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

South Devon Rural Housing Association is opposed to direct and indirect discrimination and aims to promote equal opportunities throughout South Devon Rural Housing Association. Any employee of South Devon Rural Housing Association is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, race, gender, disability, sexual orientation, gender reassignment or religion or belief.

All employees must abide by these principles and comply with SDR policies and strategies in support of these principles which may be issued from time to time by SDR.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings and contribute to the Management Team.