



Housing Officer Person Specification

Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or housing related organisation	x	
Educated to degree level in a relevant discipline or a related professional qualification in housing (CIH Level 5 or above)	x	
Working towards a professional qualification in housing (CIH Level 5 or above, or an equivalent qualification)		x
Member of the Chartered Institute of Housing		x
Experience of maximising rental income and arrears management	x	
Experience of dealing with nuisance and anti-social behaviour and developing strategies to alleviate the incidences	x	
Previous experience of implementing a new Housing Software System		x
Experience achieving KPI targets and providing a consistent quality of service.	x	
Achieve outcomes for vulnerable tenants with complex needs	x	
Knowledge	Essential	Desirable
Knowledge of developing and implementing tenancy sustainment strategies		x
Knowledge of welfare benefits, in particular housing benefit and Universal Credit	x	
Demonstrate applying your knowledge of relevant housing legislation to tenancy management matters	x	
Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates		x
Strong financial awareness and understanding of budgetary control		x
Proven ICT skills in a range of Microsoft packages and knowledge of promoting digital inclusion	x	
Skills and abilities		
Excellent communication, listening and interpersonal skills	x	
Represent Elderpark HA in a positive light		x
Ability to develop good relationships with staff and management committee	x	

Maintain working relationships with external agencies to achieve sustainable solutions to the tenants you service	x	
Excellent skills at planning and prioritising workload	x	
Be creative in promoting and planning community regeneration activities		x
Ability to work under pressure with minimum supervision	x	
Flexibility and Adaptability		
Flexibility and a willingness to respond to the changing needs of Elderpark HA	x	
Ability to manage change	x	
Flexibility in working arrangements (willing to work outside normal working hours when required)		x
Other		
Take responsibility for self-development and continuous improvement		x
Driving license and access to your own car		x
Understand your strengths and weakness to utilise these to achieve solutions will under pressure	x	