



## Housing Officer Person Specification

Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or similar 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	
Achieve outcomes for vulnerable tenants with complex needs	x	
Previous experience using Capita's Open Housing Software System		x
Experience of achieving KPI targets and providing a consistently high quality of service	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 application of 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	

<b>Skills and abilities</b>		
Excellent communication, listening and interpersonal skills	x	
Represent Elderpark HA and the wider housing sector in a positive light		x
Ability to develop good relationships with colleagues and the management committee	x	
Develop and maintain working relationships with external agencies to achieve sustainable solutions to the tenants you service	x	
Excellent professionalism, discretion and confidentiality	x	
Excellent skills at planning and prioritising workload	x	
Be creative in promoting and planning community regeneration activities		x
Ability to innovate and embrace opportunities for change	x	
Ability to work under pressure with minimum supervision	x	
<b>Other</b>		
Take responsibility for self-development and continuous improvement		x
Flexibility in working arrangements (willing to work outside normal working hours when required)		x
Driving license and access to your own car		x