

**Lochaber Housing Association
Housing Management Operations Lead**

Person Specification

Qualities	Essential	Desirable
Skills & Experience	<p>Minimum 3 years experience working with a Registered Social Landlord or housing related organisation.</p> <p>Working knowledge of all aspects of housing management including; allocations, rent arrears, welfare reform and benefit, tenancy sustainment, estate management, voids and tenancy sustainment.</p> <p>Working knowledge of relevant housing legislation and regulatory requirements relating to housing management.</p> <p>Experience in the development, monitoring, review of policies, procedures and systems.</p> <p>Excellent IT skills and highly effective at using management information.</p> <p>Experience of working in a supervisory/management role, leading teams and effectively motivating others.</p> <p>Experience of tenant engagement.</p> <p>Experience of achieving KPI targets and providing and consistently high quality of service with accurate reporting.</p> <p>Experience of liaising with external agencies.</p>	<p>Educated to degree level in relevant discipline or qualification in housing (CIH Level 5 or above).</p> <p>Member of the Chartered Institute of Housing.</p> <p>Evidence of continued professional development.</p> <p>Experience of preparing regulatory returns or submissions.</p> <p>Experience of working with governance processes such as Board or Committee reporting, policy administration or compliance frameworks.</p>
Personal	<p>Strong leadership skills with experience managing a staff team.</p> <p>Excellent communication, problem-solving, and decision-making abilities.</p> <p>Ability to be positive, and enthusiastic in approach to work.</p> <p>Ability to work to flexibly & effectively</p>	<p>A strong commitment to the overall aims & objectives of the Association.</p> <p>Capacity to work flexibly.</p>

	<p>plan & prioritise workloads within set timescales.</p> <p>Respect for others and commitment to equal opportunities.</p> <p>Current valid driving licence.</p>	
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