

**PERSON SPECIFICATION: Senior Neighbourhood Services Advisor**

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| Qualities | **Essential** | Desirable |
| **Competencies** | Ability to work effectively with all tenant groups.  Excellent communication and interpersonal skills with people at all levels. Self-motivated, decisive and persuasive. A good listener.  Ability to work as part of a team  An effective problem solver, who can work on own initiative and as part of a team.  Able to manage own workload to prioritise tasks and meet targets and deadlines. Ability to work flexibly and under pressure.  Target-orientated and committed to continuous improvement and delivery of quality services.  Numerate and literate and demonstrates attention to detail.  Displays confidence and professionalism in undertaking tasks, is highly motivated and keen to develop own skills. | Ability to lead and motivate team members. |
| **Experience** | Two years’ experience of delivering housing and estate management services in the Social Housing sector.  Good working knowledge of housing legislation and good practice.  Experience of developing effective working relationships within a varied customer and partner group.  Experience of analysing information and clear report-writing  Knowledge and experience of using new technology. | Some experience of supervising staff and/or leading a team.  Some experience of performance management. |
| **Commitment** | To providing the best possible service to customers and tenants of the company.  To continuous improvement of services. |  |
| **Qualifications** | Good standard of general education. | Relevant housing or professional qualification. |
| **Special Conditions** | Willing to work outside normal working hours when required e.g. attendance at resident meetings.  Current clean driving licence and use of your own vehicle.  A background check is required for this role. |  |
| **Other Attributes** | Self motivated. |  |