

**PERSON SPECIFICATION:**

**Communities and Compliance Manager**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | 5 x GCSEs | Level 4 Certificate in Housing |
| **Experience** | Relevant experience in housing management services  Sound understanding of social housing particularly legislation relating to tenancy management and ASB  Experience of identifying and assessing risk together with putting in place controls to mitigate the impact of those risks  Experience of leading teams to deliver high levels of performance  Experience of implementing and monitoring performance management systems  Budget management experience  Experience of actively seeking and delivering Value for Money  Experience of preparing and presenting reports and presentations to Board, committees end SMTs  Experience of building effective working relationships both internally and externally  Experience in setting and achieving challenging work targets, both individual and team based.  Experience of using technology to implement effective and efficient customer services | Experience of implementing successful change management processes – people and processes  Experience of preparing and presenting reports and presentations to Board, committees and EMT  Experience of developing and implementing customer involvement frameworks in line with regulatory standards |
| **Knowledge, Skills & Abilities** | Computer literate with excellent knowledge of Excel, Word and housing management systems  Seeks ways to continuously improve and learn  Acts as an ambassador to Teign Housing and is a modeller of outstanding customer service  Shows and appreciation of equality and the need to understand and respect diversity  Sets and achieves performance targets, producing ideas on how to improve performance  Shows determination to reach targets and objectives  Understanding of the Tenant Satisfaction Measures and regulatory and best practice standards expected by the Social Housing Regulator and Housing Ombudsman, and commitment to meet and exceed these  Promotes collaboration  Encourages ongoing learning and development  Works effectively within a team and across teams  Builds effective working relationships, internally and externally  Able to represent organisation in external settings  Negotiates effectively to achieve high performance  Facilitates effective communication throughout the organisation  Understand what is required through effective listening and questioning  Listens to others without making judgements or assumptions  Evaluates progress, reviews and adapts plans  Is responsive when needs or circumstances change  Uses problem solving and decision-making skills  Shows creativity and innovation  Ability to prioritise, organise and deliver to challenging targets.  Conversant with the Regulatory and legislative frameworks that are associated with social housing  Conversant with legislation relating to Adult and Children Safeguarding  Knowledge of implementation of IT systems to enhance business delivery.  Ability to understand and analyse data.  Persuasive and tenacious in influencing decision making.  Ability to work as part of and effectively lead a team.  Develops strong and productive working relationships with peers, line reports, external contacts and other colleagues.  Current knowledge of relevant legislation e.g. gas servicing, health and safety.  Able to provide a flexible approach to work, and occasionally undertake work outside normal office hours.  Has a current, full driving licence or the ability to travel around the local area. | . |