

**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 servicesSound understanding of social housing particularly legislation relating to tenancy management and ASBExperience of identifying and assessing risk together with putting in place controls to mitigate the impact of those risksExperience of leading teams to deliver high levels of performanceExperience of implementing and monitoring performance management systemsBudget management experienceExperience of actively seeking and delivering Value for MoneyExperience of preparing and presenting reports and presentations to Board, committees end SMTsExperience of building effective working relationships both internally and externallyExperience 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 processesExperience of preparing and presenting reports and presentations to Board, committees and EMTExperience 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 systemsSeeks ways to continuously improve and learnActs as an ambassador to Teign Housing and is a modeller of outstanding customer serviceShows and appreciation of equality and the need to understand and respect diversitySets and achieves performance targets, producing ideas on how to improve performanceShows determination to reach targets and objectivesUnderstanding 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 thesePromotes collaborationEncourages ongoing learning and developmentWorks effectively within a team and across teamsBuilds effective working relationships, internally and externallyAble to represent organisation in external settingsNegotiates effectively to achieve high performanceFacilitates effective communication throughout the organisationUnderstand what is required through effective listening and questioningListens to others without making judgements or assumptionsEvaluates progress, reviews and adapts plansIs responsive when needs or circumstances changeUses problem solving and decision-making skillsShows creativity and innovationAbility to prioritise, organise and deliver to challenging targets. Conversant with the Regulatory and legislative frameworks that are associated with social housingConversant with legislation relating to Adult and Children SafeguardingKnowledge 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.  | . |