

**PERSON SPECIFICATION:** *Resident Involvement Manager*

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| Qualities | Essential | Desirable |
| **Competencies** | Ability to work effectively with all residents.  Good communication and interpersonal skills.  Be an effective problem solver, who can work on their own initiative.  Able to plan and manage own workload to achieve deadlines.  Lead and motivate staff to ensure a high quality service to residents. |  |
| **Experience** | Knowledge and experience of using existing and new technology.  Experience of Social Housing.  Highly numerate and literate and have precise attention to detail.  Experience of developing effective working relationships within various groups.  Ability to prioritise, delegate, lead and make decisions. | Experience of managing volunteers. |
| **Commitment** | To provide the best possible service to residents and Teign Housing. |  |
| **Qualifications** |  | A-Level standard of education.  At least 1 year housing experience. |
| **Special Conditions** | Willing to work outside normal working hours as required. |  |
| **Other Attributes** | Self-motivated. |  |