

**HOUSING SERVICES MANAGER  
EMPLOYEE SPECIFICATION**

	<b>Attributes</b>	<b>Criteria</b>	<b>Rank</b>
1	Education and Training Attainments	A relevant Degree in housing or technical qualification.  or  5 years' experience in housing sector	Essential    Essential
2	Relevant Experience	Experience of successfully delivering an excellent customer focused repair service.   Knowledge of managing staff	Desirable   Desirable
3	Knowledge and Skills	Must be able to demonstrate experience of supervising performance and processes.  Up to date knowledge of housing sector, best practice and relevant regulation and legislation for tenancy management.  Ability to collate and analyse statistics and provide relevant written reports.  Computer literacy with experience that includes excel, word, spreadsheets, presentation packages, e-mail, electronic schedulers, and internet.  Ability to work with accuracy and attention to detail  Good problem solving, communication and negotiation skills.	Essential  Essential  Desirable  Essential  Essential  Essential
4	Special Aptitudes	Ability to conduct work planning and prioritise to optimise performance of a team  Ability to allocate resources and responsibilities within a team to deliver business results  Manage internal and external team relationships	Desirable  Essential  Essential

		Decision making abilities and strong communication skills and experience in negotiating in tender processes	Essential
		Ability to be self-motivated and work on own initiative and be part of a team	Essential
		The ability to handle sensitive and confidential information	Essential
		A high level of organisational skills and the ability to prioritise workload and meet deadlines	Essential
		Possess commitment to deliver a high-quality customer focused service	Essential
5	Additional Factors	Willingness to work outside normal office hours on occasions	Essential
		Full, clean driving licence and daily use of car. Where prevented from this due to a disability the candidate must be able to demonstrate how they will meet the mobility requirements of the post	Essential

**Tuath reserves the right to enhance these criteria, in line with the employee specification, to facilitate short-listing**