

TENANT ENGAGEMENT MANAGER EMPLOYEE SPECIFICATION

	Attributes	Criteria	Rank
1	Education and Training Attainments	3rd Level qualification in the area of Community Development or Housing Management or 5 years' experience in housing sector in a community development role or tenancy engagement role	Essential Essential
2	Relevant Experience	Experience of successfully delivering an excellent customer. Experience in managing teams, developing and implementing strategies, and monitoring and evaluating outcomes.	Essential Desirable
3	Knowledge and Skills	Up to date knowledge of housing sector, best practice and relevant regulation and legislation in terms of tenant engagement. Computer literacy with experience that includes excel, word, spreadsheets, presentation packages, e-mail, electronic schedulers, and internet. Strong communication, leadership & interpersonal skills Ability to work with accuracy and attention to detail Data Analysis to evidence and present KPI's Knowledge of community funding mechanisms and 3rd party support agencies from the community sector	Essential Essential Essential Essential Essential

4	Special Aptitudes	<p>Ability to conduct work planning and prioritise to optimise performance of a team</p> <p>Ability to allocate resources and responsibilities within a team to deliver business results</p> <p>Manage internal and external team relationships</p>	<p>Desirable</p> <p>Essential</p> <p>Essential</p>
		<p>Ability to be self-motivated and work on own initiative and be part of a team</p> <p>The ability to handle sensitive and confidential information</p> <p>A high level of organisational skills and the ability to prioritise workload and meet deadlines</p> <p>Possess commitment to deliver a high-quality customer focused service</p> <p>Ability to work collaboratively with colleagues, external stakeholders and tenants.</p> <p>A commitment to equality, diversity & inclusion.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
5	Additional Factors	<p>Willingness to work outside normal office hours on occasions</p> <p>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</p>	<p>Essential</p> <p>Essential</p>

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