



WILLOW TREE

HOUSING PARTNERSHIP

Person Specification Housing Officer

You can demonstrate:

- A track record of tenancy management in a not for profit setting
- A strong commitment to customer service
- Demonstrable knowledge and understanding of housing legislation, tenancy management and regulation applied to social housing setting
- Experience of engaging with key stakeholders such as local councillors, policing, social services or other charity based organisations to work on collaborative outcomes to support our residents
- Being a rational decision maker, focused on delivering solution based outcomes taking organisational policy and procedure into account
- The ability to prioritise and be flexible in a dynamic and agile environment
- Experience of operating in a regulated environment such as social housing, with a focus on assurance and compliance
- Experience of dealing with a variety of complex and at times vulnerable people in cases such as safeguarding matters or anti-social behaviour
- The ability to communicate effectively with both individuals and groups of people
- A clear commitment to the principles of meaningful engagement with tenants and residents
- Understanding of landlord compliance and other key areas of health and safety including gas, electrical, asbestos, fire safety, damp and mould, lone working or safeguarding
- Strong communication including written and verbal skills
- Strong IT skills, Microsoft Office and Housing Management Systems
- Relevant professional qualification or willingness to undertake further training required for the role

Requirements

- A full driving licence and own vehicle
- A full DBS check will be undertaken