



## PERSON SPECIFICATION

<b>POST: Neighbourhood Officer</b>		<b>DATE: April 2021</b>	
<b>1.</b>	<b>Education and Experience</b>	<b>Essential</b>	<b>Desirable</b>
1.1	The post holder should either have, or be working towards the Diploma in Housing Studies or equivalent qualification.	*	
1.2	Professional membership of the Chartered Institute of Housing, or similar		*
1.3	Educated to Degree level		*
1.4	Experience of delivering services in a multi-tenure environment		*
1.5	Experience of delivering social housing in either a local authority, housing association or voluntary sector role	*	
1.6	Previous experience in dealing with mid-market rental properties		*
<b>2.</b>	<b>Knowledge, Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
2.1	Excellent interpersonal and communication skills (written and verbal)	*	
2.2	An effective Team player who is capable of coping with changing circumstances and demands	*	
2.3	Be able to prioritise work to meet deadlines	*	
2.4	Ability to produce appropriate performance monitoring information and to report to committee as required.	*	
2.5	Promoting change and improvements and constantly striving to improve performance.	*	

<b>2.6</b>	Ability to use initiative and an ability to lead disparate internal and external resources to resolve local issues	*	
<b>2.7</b>	Strong organisational and time management skills with the ability to manage day to day workload with minimal supervision	*	
<b>2.8</b>	Experience of working in a housing association, other housing provider or similar		*
<b>2.9</b>	Competent in the use of computerised systems	*	
<b>2.10</b>	Sound knowledge of current legislation relating to Housing Associations.	*	
<b>2.11</b>	Ability to demonstrate an understanding of Equalities legislation and experience of working in a diverse community	*	
<b>2.12</b>	An understanding of the different legal and regulatory frameworks for different tenures	*	