|  |
| --- |
| **PERSON SPECIFICATION**  |
| **ROLE:****Housing Allocations Manager** | **ESSENTIAL REQUIREMENTS** | **DESIRABLE** |
| **Qualifications** | * Minimum of Maths and English GCSE grade C (or equivalent).
* Basic Computer Skills: Competence in using computer systems for email, spreadsheets, data entry and letter writing.
* Evidence of continued professional development
 | * Maths and English GCSE grade A (or equivalent).
* Qualification related to the housing, social policy or public administration e.g. Chartered Institute of Housing
 |
| **Experience** | * Knowledge of Housing Law: Housing Act 1996, Homelessness Reduction Act 2017 and Housing Allocations Guidance
* Leading a Team: ability to lead a team to achieve results and continuously improve service delivery and efficiency.
* Customer Service Experience: ability to effectively interact with customers, address inquiries, and resolve issues in a professional manner.
* Supporting Vulnerable Clients: ability to communicate with vulnerable clients, including those with support needs, explaining processes in a clear, easy to understand way.
* Safeguarding: knowledge of adult safeguarding procedures
* Time Management: ability to prioritise tasks effectively to ensure smooth and efficient service, especially during busy periods.
* Flexible: willingness to step in and support other parts of the service during busy periods
* Patience: remaining calm and courteous, even during busy or stressful times, ensuring a positive customer experience.
 | * Experience of managing housing registers and social housing nominations
* Use of case management software in a public sector/housing environment.
* Data reporting and analysis.
* Knowledge of Equality Legislation
 |
| **Skills** | * Working in a Public Sector/Housing setting: up-to-date working knowledge of applying housing allocations and homelessness legislation to individual cases.
* Decision Making: making robust decisions in keeping with policy and legal frameworks
* Working under Pressure: handling own completing demands in a busy working environment while supporting a team to achieve results.
* Multi-Agency Working: collaborating with partners to achieve joined-up approach to problem solving and customer care.
* Excellent communication skills: using a range of channels to communicate with customers and set realistic expectations
* Computing and Data Entry: accuracy at speed in entering customer details and case notes, confident Microsoft Office software usage.
 | * Housing Law: In-depth, expert knowledge of housing legislation and guidance - including the Homelessness Reduction Act, Homelessness Code of Guidance and Housing Allocations Guidance.
* Conflict Resolution: Skill in de-escalating difficult situations and resolving customer complaints with professionalism.
 |
| **Behaviours** | **TEAMWORK – Achieve more by working together*** Understands the benefits of teamwork across an organisation.
* Able to lead from the front.
* Organise and monitor outcomes of the work of a team.

**INNOVATION – Seek solutions to deliver services in the best way*** Brings innovative ideas.
* Demonstrates creativity and openness to new ideas, avoiding rigid thinking.
 | **TEAMWORK*** Able to work collaboratively with colleagues, contributing to team efforts on key tasks or projects.

**INNOVATION*** Brings only solutions when faced with problems.
* Always thinks with the end goal in mind.
 |
|  | **EFFECTIVENESS** **– Focused on achieving results.*** Initiative-taking.
* Can organise own work and prioritise tasks and support a team to do the same.
* Ability to look for solutions when problems arise.
* Not afraid to seek assistance and work collaboratively to achieve desired results.

**RESPECT** **– Value the views and opinions of others*** Commitment to fairness, transparency, and customer service
* Empathy and resilience when dealing with sensitive cases
* Ability to understand differing opinions.
* Active listener.
 | **EFFECTIVENESS*** Able to motivate others as well as self.
* Highly organised and able to identify service improvements
* Able to set own goals to achieve desired result.

**RESPECT*** Able to consider different perspectives and adapt to benefit the team.
* Capable of fostering a positive and respectful environment where colleagues feel comfortable sharing their opinions and ideas.
 |