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| **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. |