

## Harlow Council Employee Profile

**Job Title:** Estates & Tenancy Team Leader

**Post Number:** SH0038X

Attributes	Essential	Desirable	Method of Identification
<b>Education Qualifications</b>	GCSE English Language & Maths grade A–C or minimum Level 4 or equivalent. Able to demonstrate a high level of literacy and numeracy.	Part or full CIOH or Housing qualification or ILM Team Leader qualification.	Application form Certificates Test
<b>Related Experience</b>	A sound working knowledge and experience of Housing management gained in local authority, RSL or related organisation, including contact with general public.	Experience of supervising one or more teams within a housing organisation.	Application form Interview
<b>Special Circumstances</b>	Must be able to work some evenings and flexible hours to meet deadlines, attend residents' meetings and out-of-hours emergencies as required.  Full driving licence required and access to own vehicle or other suitable means of transport.		Application form Interview
<b>Special Knowledge, Training</b>	Clear understanding of the key aspects of landlord and tenant legislation.  Knowledge of statutory responsibilities.  Clear understanding of Housing Law.  Clear understanding of equality issues in delivery of services and in employment.  Working knowledge of supervisory techniques.  Knowledge of ways of consulting and involving residents.		Application form Certificates Interview

<b>Skills and Abilities</b>	<p>Able to communicate effectively with a wide range of people.</p> <p>Can prioritise tasks against competing demands and deliver to very tight deadlines.</p> <p>Ability to multi-task.</p> <p>Contribute to and make recommendations for improving the service.</p> <p>Able to use Microsoft Office applications.</p> <p>Good letter &amp; report writing skills.</p> <p>Ability to analyse written and numerical information and draw conclusions.</p>	<p>Familiar with the use of Orchard (Housing) software package.</p>	<p>Application form</p> <p>Interview</p> <p>Test</p>
<b>Disposition and Attitude</b>	<p>Self-motivated team player.</p> <p>Ability to influence others and lead a team.</p> <p>Practical and tactful approach to problem solving.</p> <p>Works well and remains calm under pressure.</p> <p>Ability to work on own initiative.</p> <p>Pays particular attention to detail.</p> <p>Understands and is committed to equal opportunities and customer care.</p>		<p>Interview</p>