



Person Specification:	Community Housing Officer
The successful candidate will possess the following:	
Skills	Excellent communication skills (E) The understanding of what is “excellent customer service” (E) Ability to manage a busy workload and work effectively with minimal supervision (E) Problem solving and ability to resolve complex issues (E) Working knowledge of MS Office software packages (E) Knowledge of SDM software (D) Establishing professional working relationship with tenants and other service users (E)
Knowledge & Experience	Experience of delivering face to face housing management services within the social housing sector (E) Excellent understanding of the varying aspects of effective tenancy management (E) Experience of working in partnership to solve complex issues (E) Knowledge of the Scottish Housing Regulator’s Regulatory Framework & requirements of the Scottish Social Housing Charter (D)
Attributes (E)	Ability to see problems from a variety of viewpoints and perspectives Ability to deal sensitively and empathetically with people in stressful situations Care and understanding of tenants and other service user individual needs A desire for continual service improvement and a willingness to work in the community to provide this Ability to manage and prioritise a changing workload
Qualifications	Relevant professional qualification (D) Member of appropriate professional body (D) Full Drivers Licence and access to a car on a daily basis (E)

Team Behaviours - all members of staff are required to deliver the following behaviour (E)	Compassion Collaboration Trust, encompassing integrity and openness Professionalism, encompassing, respect, knowledge, and learning
Key	(E) Essential (D) Desirable

