

PERSON SPECIFICATION

July 2021

Designation:	Principal Leasehold and S20 Officer
Grade:	Stroud 6
Responsible to:	Head of Housing Contracts
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

- **QUALIFICATIONS** Minimum of 5 GCSE (or equivalent) passes to include English and Maths
- Hold a relevant professional qualification

EXPERIENCE

- Experience of leasehold management
- Experience of Managing and administering S20 Notices to a high standard
- Experience of Identifying gaps in delivery, addressing the issues and training staff to ensure the service operates in a co-ordinated, consistent and effective manner
- Experience of effective consultation methods
- Experience of effective budget management

SKILLS & KNOWLEDGE

- Ability to communicate effectively both verbally and in writing.
- Display effective leadership skills, motivating, enabling and empowering others to succeed
- Ability to lead others and to communicate a strategic vision into a plan that others can understand and deliver upon
- Excellent communication and negotiation skills, including dealing with people in challenging and demanding situations
- Ability to work unsupervised and manage workloads and deadlines for a number of tasks simultaneously while effectively developing solutions with minimal or no supervision
- Have a strategic understanding of leaseholder activities and S20's
- Demonstrable experience of administering and managing leases
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams in their designated area of responsibility developing mechanisms and systems to promote joint working
- A good working knowledge of Housing databases or appropriate systems administration on an application using Housing databases.

PERSONAL ATTRIBUTES

- Excellent interpersonal skills and a confident communicator with training skills and the ability to deal with people at all levels.
- Ability to work on your own initiative as well as a proactive member of a team.
- Strong commitment to new technology and new procedures.
- Excellent organisational skills, ability to work under pressure.
- Good facilitator and leader.

- Confident and flexible approach with the ability to deal with change including innovative solution seeking
- Ability to present information and ideas in a way that brings people on board.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

EXPERIENCE

- Experience of working in a housing field
- Experience of managing budgets
- Experience of staff management and development

SKILLS & KNOWLEDGE

- Understanding how the S20 and leasehold process operates
- Understanding of development and delivery of housing systems
- Delivery of work streams involving systems, people and processes
- Understanding of the risk implications to the service regarding GDPR

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.

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