

<b>Designation:</b>	<b>Senior Housing Officer</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Responsible to:</b>	<b>Housing Manager</b>
<b>Service Area:</b>	<b>Housing Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Good general education with at least 5 GCSE's (including Maths & English or relevant experience).
- Relevant degree and/or professional qualification
  - Experience of delivering safeguarding in a Local Authority setting
  - Understanding of Asset Based Community Development
  - Ability to solve estate & community issues
  - Experience of working in social housing or similar field
  - Ability to build proactive working relationships with internal and external customers
  - Ability to demonstrate self awareness and a collaborative approach
  - Ability to lead a small team

### SKILLS & KNOWLEDGE

- Ability to manage own time and workload effectively and against specified timeframes
- Ability to use own initiative and work with minimal supervision
- Excellent communication skills and the ability to deal with people at all levels
- Excellent Organisational skills
- Excellent IT skills including Word and Excel

### PERSONAL ATTRIBUTES

- Excellent interpersonal skills and a confident communicator
- Ability to converse with people at all levels
- Ability to work on own initiative and as a proactive member of the team
- Strong commitment to positive outcomes, exhibiting excellent organizational skills and the ability to work under pressure
- Good Facilitator and leader
- Ability to deliver projects with minimum supervision
- Ability to manage change including innovative solution seeking
- Willing to take on extra duties & responsibilities as required

### OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

## Professional Housing Qualification

### EXPERIENCE

- Experience of leading a small team
- Experience of working in the social housing sector
- Experience of providing advice to councillors, senior officers ,partners and local groups on housing related issues

### SKILLS & KNOWLEDGE

- Understanding how the Housing Management function works

## CORE COMPETENCIES

### 1. Effective Communication

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

You can vary you 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 o 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.