

## PERSON SPECIFICATION

### Lettings Manager – H61

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Housing related qualification or detailed experience in a housing environment	E	1,3,4
Qualifications & Training	Commitment to continuing personal development	E	1,3
Qualifications & Training	Management qualification	D	1, 3, 4
Knowledge and Experience	Current housing legislation, including the Housing Acts, Housing and Planning Act, Localism Act and Homeless Reduction Act.	E	1, 2, 3
Knowledge and Experience	Knowledge of current housing issues and issues facing the housing sector	E	1, 3
Knowledge and Experience	Understanding of and commitment to equal opportunity and diversity	E	1, 3
Knowledge and Experience	Performance management	E	1,3
Knowledge and Experience	Experience of working in a housing environment	E	1,3
Knowledge and Experience	Understand housing need and demand across all tenures	E	1,3
Knowledge and Experience	Experience of improving services	D	1,3
Knowledge and Experience	Management of financial and human resources	D	1,3
Knowledge and Experience	Experience of working effectively with stakeholders and partner agencies	E	1,3
Knowledge and Experience	Experience of using a range of IT packages	E	1,3
Skills and Abilities	Commitment to service improvements and improved outcomes for customers	E	1,3
Skills and Abilities	Management/supervisory skills	E	1,3
Skills and Abilities	Excellent interpersonal skills, including influencing, negotiating and diplomacy	E	1,3
Skills and Abilities	Excellent verbal communication, written communication and numeracy skills and the ability to produce accurate statistical information and reports	E	1, 2, 3
Skills and Abilities	Ability to communicate effectively with a variety of audiences	E	1, 2, 3
Skills and Abilities	Creative and innovative approach to problem solving	E	1, 3
Skills and Abilities	Ability to produce reports	E	1, 2, 3
Skills and Abilities	Ability to meet challenging deadlines	E	1, 2, 3
Skills and Abilities	Ability to work under pressure	E	1, 2, 3
Skills and Abilities	Ability to make presentations to wide range of audiences	E	1, 2, 3
Skills and Abilities	Ability to work within a team and also independently	E	1, 3

<b>Specification Type</b>	<b>Additional/changed requirements</b>	<b>E/D</b>	<b>Measure</b>
Skills and Abilities	Good planning and organisational skills	E	1, 2, 3
Skills and Abilities	Project management skills	D	1, 3
Skills and Abilities	Excellent prioritising and time management skills	E	1, 2, 3
Skills and Abilities	Ability to manage change in a positive manner	E	1, 3
Skills and Abilities	Commitment to Equality and Diversity across all aspects of service deliver	E	1, 3
Other Requirements	Commitment to provide excellent customer care	E	1, 3
Other Requirements	Willingness/ability to work out of office hours and attend meetings	E	1, 3

**Car Allowance:**

This post carries a designated car user status.

**E/D:**

Essential (E)  
Desirable (D)

**Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]