

**PERSON SPECIFICATION:**

**Head of Communities**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | Educated to degree level or equivalent.  Level 4 Certificate in Housing or willing to work towards | Accredited Project Management Training  Member of Chartered Institute of Housing |
| **Experience** | Extensive experience of working at a senior level in social housing  Proven track record of managing and leading a team.  Experience of planning, setting and monitoring significant works budgets.  Experience of tendering and managing contracts.  Experience in setting and achieving challenging work targets, both individual and team based.  Experience of providing both oral and written reports to Board and SMT  Experience of delivering change programmes successfully  Experience of managing Independent Living Services |  |
| **Knowledge, Skills & Abilities** | Ability to prioritise, organise and deliver to challenging targets.  Conversant with the Regulatory and legislative frameworks that are associated with social housing  Conversant with legislation relating to Adult and Children Safeguarding  Able to think strategically and translate into workable plans.  Knowledge of implementation of IT systems to enhance business delivery.  Ability to understand and analyse data.  Persuasive and tenacious in influencing decision making.  Ability to work as part of and effectively lead a team.  Develops strong and productive working relationships with peers, line reports, external contacts and other colleagues.  Provide a role model in promoting issues of equality and diversity.  Current knowledge of relevant legislation e.g. gas servicing, health and safety.  Commercial awareness with an understanding of financial and contractual considerations.  Understanding of the importance of customer focussed service delivery.  To provide the best possible service to customers and tenants of the company.  Able to provide a flexible approach to work, and occasionally undertake work outside normal office hours.  Has a current, full driving licence or the ability to travel around the local area.  Computer literate and fully conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Ability to identify own skill gaps and request training where required | . |