



# WILLOW TREE

HOUSING PARTNERSHIP

## **Person Specification Housing Team Leader**

### **You can demonstrate:**

- A track record of operational housing management in a not-for-profit setting
- Knowledge and understanding of housing legislation and regulation in social housing
- Experience of leading and managing people, providing guidance and support to enable progression and development
- Experience of operating in a regulated environment, with a focus on assurance and compliance
- The ability to deal with a variety of complex situations and, at times, vulnerable people in cases such as safeguarding, domestic abuse, hate crime or anti-social behaviour
- Experience of managing complaints through to timely, effective resolution, using learning from outcomes to drive continuous improvement
- A clear commitment to the principles of meaningful engagement with residents
- Rational decision-making, focused on delivering solution-based outcomes and taking organisational policy and procedure into account

### **You understand the importance of:**

- Being a credible and accountable leader who models organisational values
- Engaging with key stakeholders (such as local councillors, policing, social services or other charity-based organisations) to work collaboratively to support residents
- Communicating effectively with individuals and groups at varying levels
- Health and safety, including landlord compliance across key areas (gas, electrical, asbestos, fire safety, damp and mould), as well as personal safety, lone working and safeguarding
- Improving outcomes for residents through fair, balanced and person-centred tenancy management practice

### **You have:**

- The ability to prioritise and be flexible in a dynamic and agile environment
- Strong written and verbal communication skills
- Strong IT skills, including Microsoft Office and housing management systems
- A relevant professional qualification, or willingness to undertake further training required for the role
- A full driving licence and access to a vehicle