



PERSON SPECIFICATION

Job Title: Director of Customer and Community Services
Date: November 2023

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
• A relevant professional qualification	✓	
• Educated to Degree level		✓
2. Experience & Knowledge		
• Substantial experience of working in a social housing or similar environment and a record of achievement at a senior level.	✓	
• An excellent understanding of customer service and performance issues across our business	✓	
• Awareness of the legal and regulatory framework within which social landlords operate	✓	
• A track record of managing, motivating and developing teams.	✓	
• A track record of initiating and leading change and delivering service/business improvements to improve efficiency and the customer experience.	✓	
• Significant policy and strategy development experience	✓	
• Substantial experience of reporting to volunteer governing bodies to provide assurance and support effective decision making	✓	
• A knowledge and understanding of the social and economic issues facing the local community	✓	
• A good understanding of how housing associations can go beyond their landlord role to meet wider needs of the local population and contribute to community regeneration.	✓	
• Strong financial awareness and budget management experience	✓	
3. Skills and Abilities		
• Able to think and operate strategically to manage change, adopt best practice and drive continuous performance improvement and value for money	✓	

<ul style="list-style-type: none"> • Excellent project management skills: able to plan and work effectively to deliver business objectives in a pressured working environment. 	✓	
<ul style="list-style-type: none"> • Excellent analytical skills, able to produce reports, presentations, project plans and to extract, analyse and produce key business data. 	✓	
<ul style="list-style-type: none"> • Excellent written and verbal communication skills; able to engage with a wide variety of audiences. 	✓	
<ul style="list-style-type: none"> • Highly motivated team player with a positive attitude, able to lead a culture focussed on excellent customer service, learning and good practice. 	✓	
<ul style="list-style-type: none"> • Excellent decision making and risk management skills and a proven ability to influence and negotiate with others for the benefit of the Association and the community. 	✓	
<ul style="list-style-type: none"> • Commercial acumen and innovation in delivering projects. 	✓	
4. Other Requirements		
<ul style="list-style-type: none"> • Passionate about customer service and customer and community engagement 	✓	
<ul style="list-style-type: none"> • A commitment to the ethos, values and objectives of Shettleston Housing Association 	✓	
<ul style="list-style-type: none"> • Flexibility to work out-with office hours 	✓	
<ul style="list-style-type: none"> • Ability to attend evening meetings 	✓	